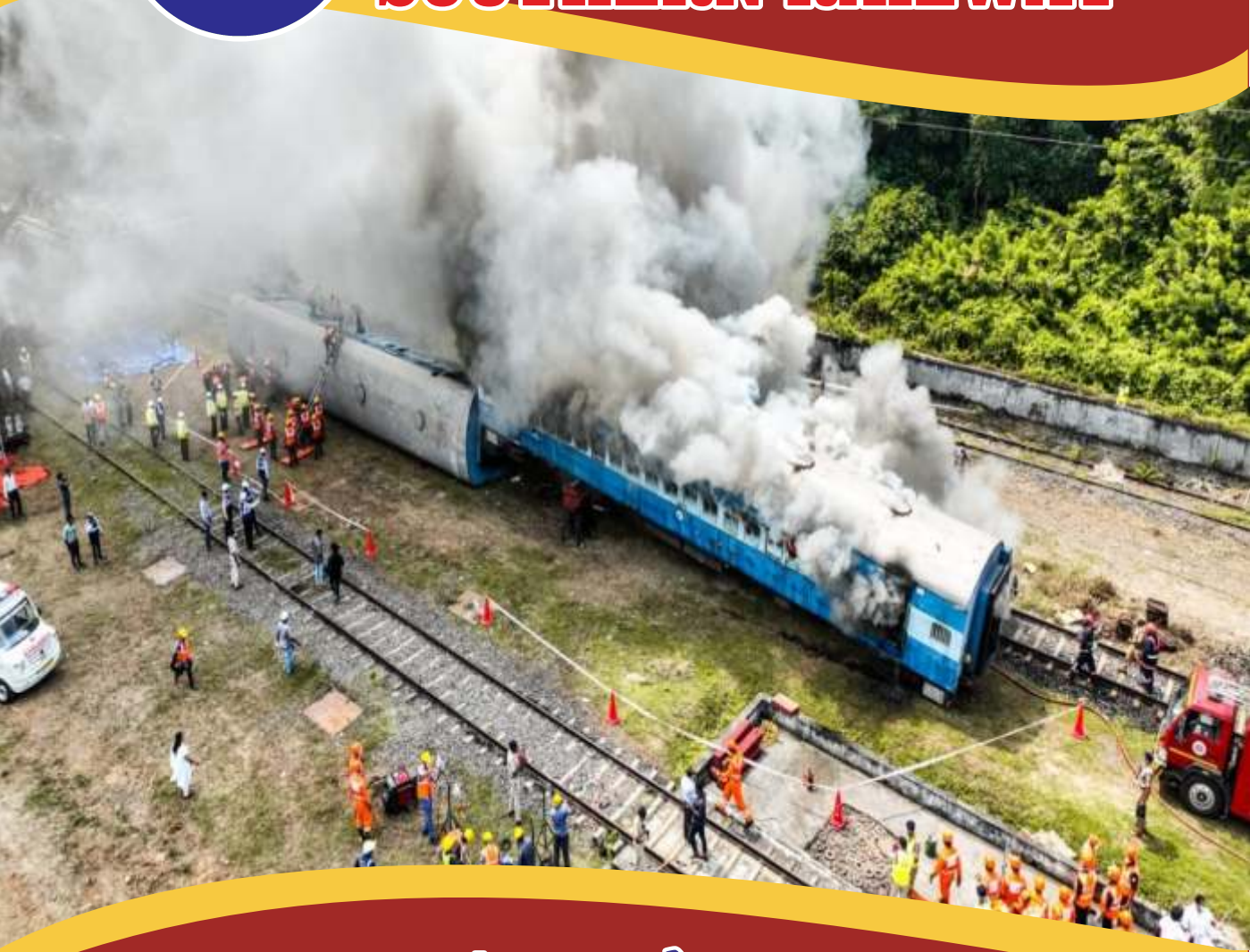




दक्षिण रेलवे SOUTHERN RAILWAY



आपदा प्रबंधन योजना - २०२३ Disaster Management Plan - 2023

संरक्षा संगठन / पालक्काड मंडल
Safety Organisation / Palakkad Division

भारत सरकार / GOVERNMENT OF INDIA
रेल मंत्रालय / Ministry of Railways
दक्षिण रेलवे / Southern Railway

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MESSAGE

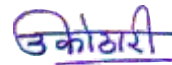
I am very much pleased to know that Safety Branch of Palakkad Division is publishing updated version of Disaster Management Plan 2023.

This book covers clear instructions to deal the disasters at ease and very essential for all Railway men.

The rescue and relief operation resources mentioned in DMP 2023 is very useful for all of us in case of any disaster.

I congratulate the editorial group for the timely effort in bringing out the book timely under the leader ship of Sr. DSO

I convey my best wishes for all readers and wishing a very happy and prosperous new year 2023 to all Railway men and their family.



त्रिलोक कोठारी / Trilok Kothari



भारत सरकार / GOVERNMENT OF INDIA
रेल मंत्रालय / Ministry of Railways
दक्षिण रेलवे / Southern Railway



PREFACE

We are delighted to present Disaster management plan 2023 an updated version of disaster management plan 2022 of PGT Division.

Disaster management plan 2023 is not just a book, it's an enlightening book covering contact numbers of NDMA, NDRF, Civil Authorities, Hospitals, Ambulance, Fire Force, Police Officials etc..

It is very useful for all Railway men for their normal course of duty as well as for dealing any emergency.

While preparing the book due care has been taken to avoid mistakes to the extent possible. However, in case any error or shortfall noticed, the same may please be brought to the notice of the undersigned for correction in future edition.

I am grateful to the DRM, PCSO/SR and ADRMs and for their timely guidance in preparation of Disaster Management Plan, 2023.

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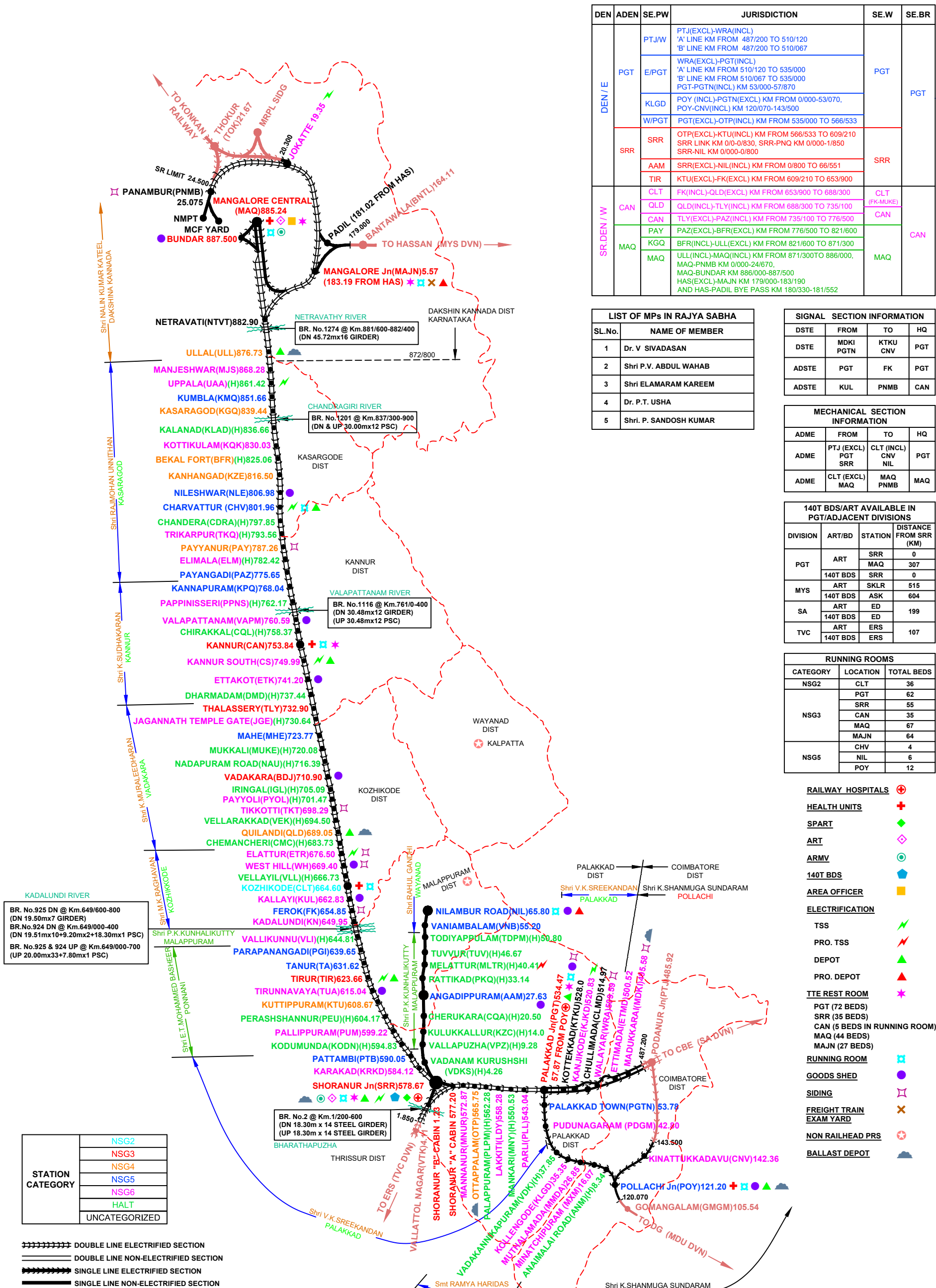
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SOUTHERN RAILWAY
SKETCH OF PALAKKAD DIVISION SHOWING
SALIENT FEATURES



Chapter – 1

INTRODUCTION

The Disaster Management Act was passed by the Government of India on 23.12.2005. Disaster Management means a continuous and integrated process of planning, organizing, coordination and implementing measures which are necessary for prevention of danger or threat to any disaster, reduction of risk or its severity or consequences of any disaster, preparedness to deal with any disaster, Evacuation, Rescue and Relief.

Successful management of a crisis depends on one's ability to foresee and control it in time. Planning is a must to minimize disaster effects and quick restoration of train services apart from movement of relief equipment in time to the disaster site for providing organized rescue and relief within the 'Golden Hour'- the first hour after the accident.

Disaster management plan 2023 issued by Safety Organization of Palakkad Division is the updated revised version of the plan issued during 2022 incorporating the latest contact numbers, address of relief agencies and role of Railway departments.

Chapter – 2

HON'BLE PRIME MINISTER'S TEN-POINT AGENDA FOR DISASTER RISK REDUCTION

The Prime Minister, Shri Narendra Modi, enunciated a Ten-Point Agenda in his inaugural speech at the Asian Ministerial Conference on Disaster Risk Reduction 2016, held in New Delhi during November 2016 (AMCDRR), which has been incorporated in the NDMP. The ten key elements consist of the following:

1. All development sectors must imbibe the principles of disaster risk management
2. Risk coverage must include all, starting from poor households to SMEs to multinational corporations to nation states .
3. Women's leadership and greater involvement should be central to disaster risk management
4. Invest in risk mapping globally to improve global understanding of Nature and disaster risks
5. Leverage technology to enhance the efficiency of disaster risk management efforts
6. Develop a network of universities to work on disaster-related issues
7. Utilise the opportunities provided by social media and mobile technologies for disaster risk reduction
8. Build on local capacity and initiative to enhance disaster risk reduction
9. Make use of every opportunity to learn from disasters and, to achieve that, there must be studies on the lessons after every disaster
10. Bring about greater cohesion in international response to disasters

Given below is a description of the Ten Point Agenda for DRR:

First, all development sectors must imbibe the principles of disaster risk management. This will ensure that all development projects - airports, roads, canals, hospitals, schools, bridges – are built to appropriate standards and contribute to the resilience of communities they seek to serve. Over the next couple of decades, most of the new infrastructure in the world will come up in Asia. This points to the need for ensuring that all the infrastructure development conforms to the best available standards of disaster safety. Such an approach is a smart strategy, which will pay off in

the long term. It is necessary that all the public investments must incorporate disaster risk considerations. In India, the 'housing for all' programme and 'smart cities' initiatives represent such opportunities. India will work with other partner countries and stakeholders to build a coalition or mechanism for promoting disaster resilient infrastructure in the region. This will help generate new knowledge for hazard risk assessment, disaster resilient technologies and mechanisms for integrating risk reduction in infrastructure financing.

Second, it is necessary to work towards risk coverage for all – starting from poor households, it must cover small and medium enterprises as well as large multi-national corporations. Currently, in most countries of the region, penetration of insurance is limited only to a narrow section, mostly in the middle and upper-middle income groups. It is necessary to think big and innovatively to widen the risk insurance cover. States have an important role in not just regulating but also encouraging coverage for those who need it the most. Some bold steps have been taken to ensure financial inclusion and risk insurance for the poorest. The Jan Dhan Yojana has brought millions of people into the banking system. The Suraksha BimaYojana provides risk insurance to millions who need it the most. The newly launched Fasal BimaYojana (crop insurance) will provide risk cover to millions of farmers. These are the basic building blocks of resilience at the household level.

Third, it is necessary to encourage greater involvement and leadership of women in disaster risk management. Women are disproportionately affected by disasters. They also have unique strengths and insights. India must train a large number of women volunteers to support special needs of women affected by disasters. There is also need for women engineers, masons and building artisans to participate in post-disaster reconstruction and promote women self-help groups which can assist in livelihood recovery.

Fourth, it is necessary to invest in mapping risks globally. For mapping risks related to hazards such as earthquakes, there are widely accepted standards and parameters. Based on these, India has mapped seismic zones, with five as highest seismic risk and two as low risk. For disaster risk related to other hazards such as chemical hazards, forest fires, cyclones, different types of floods, India needs to adopt globally accepted standards and categories. This will help India to ensure that there is a shared

understanding of the nature and severity of disaster risks and compare with that in other parts of the world.

Fifth, efforts must be made to leverage technology to enhance the efficiency of our disaster risk management efforts. An e-platform that brings together organizations and individuals and helps them map and exchange expertise, technology and resources would go a long way in maximizing the collective impact.

Sixth, it will be helpful to develop a network of universities to work on disaster-related aspects since universities have social responsibilities too. Over the first five years of the Sendai Framework, an effort can be made to develop a global network of universities working together on problems of disaster risk management. As part of this network, different universities could specialize in multi-disciplinary research on disaster issues most relevant to them. Universities located in coastal areas could specialize in managing risks from coastal hazards, and the ones located in the hill cities could focus on mountain hazards.

Seventh, utilize the opportunities provided by social media and mobile technologies. Social media is transforming disaster response. It is helping response agencies in quickly organizing themselves and enabling citizens to connect more easily with authorities. In disaster after disaster, affected people are using social media to help each other. Those responsible for disaster management must recognize the potential of social media and develop applications relevant to various aspects of disaster risk management.

Eighth, disaster management must build on local capabilities and initiatives. The task of disaster risk management, particularly in rapidly growing economies, is so huge that formal instructions of the state can at best be instrumental in creating the enabling conditions. Specific actions have to be designed and implemented locally. Over the last two decades, most community-based efforts have been confined to disaster preparedness and contingency planning for the short term. It is necessary to expand the scope of community-based efforts and support communities to identify local risk reduction measures and implement them. Such efforts reduce risk and create opportunities for local development and sustainable livelihoods. Localization of disaster risk reduction will also ensure that good use is made of the traditional best practices and indigenous knowledge. Response agencies need to interact with their communities and make them familiar with the essential drill of disaster response. For

example, if a local fire service visits one school in its area every week, it would sensitize thousands of children over a period of one year.

Ninth, ensure that the opportunity to learn from a disaster is not wasted. After every disaster there are studies and reports on lessons learnt that are rarely applied. Often the same mistakes are repeated. It is necessary to have a vibrant and visual system of learning. The United Nations could start an international competition of documentary films that record disaster events, their scale, and relief, rehabilitation, reconstruction and recovery afterwards. Post -disaster recovery is an opportunity to not just 'build back better' in terms of physical infrastructure, but also in terms of improved institutional systems for managing risk. For this, it is necessary to put in place systems that can quickly provide risk assessments. India must work with partner countries and multilateral development agencies to establish a facility for technical support to post-disaster reconstruction of houses.

The **tenth** and last, it is necessary to bring about greater cohesion in international response to disasters. In the aftermath of a disaster, disaster responders pour in from all over the world. This collective strength and solidarity could be enhanced further if the activities are organised under a common umbrella. The United Nations could think of a common logo and branding under which all those who are helping with relief, rehabilitation and reconstruction operate.

Chapter – 3

CONCEPT OF DISASTER ON RAILWAYS

3.0 OBJECTIVES

According to the High Level Committee's report on Disaster Management, stronger and appropriate infrastructure backed by a well trained team of disciplined and dedicated man power form the basis for an effective disaster management system.

Such a well defined disaster management / system aimsto :

1. Prevent all avoidable loss of lives
2. Protect the property of / Railways and its users
3. Minimise human agony due to accident
4. Expedite relief & rehabilitation
5. Preserve clues and evidence
6. Expedite restoration of traffic.

Irrespective of their department, all Railway servants shall work in co-ordination with the rescue team to achieve the above objectives.

3.1 DEFINITION OF DISASTER

Considering the latest developments in the field of Disaster Management in the country especially the enactment of Disaster Management Act, 2005, Board have decided to adopt the following definition of Railway disaster :

Definition

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

Railway Board has also approved the proposal to nominate either GMs, AGMs, or CSOs for declaring an untoward incident as a Railway Disaster.

3.2 TYPES OF DISASTERS

Disaster in the Railway context was traditionally a serious train accident, caused by human/equipment failure, which may affect normal movement of train services with loss of human life or property or both. This is now extended to include natural and

other manmade disasters. Different types of disasters are described along with a few examples, below:

(a) Natural Disaster:-

Floods, cyclones, tornadoes, storms, soil erosion, land slides, mud flows, earth quakes, etc., Railway accidents can be caused by such Natural Disasters also.

Preparedness

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

(b) Train Accident related Disaster:-

Collisions (with a huge number of casualties), Train marooned (flash floods), derailments on a bridge over a river and coaches falling down, train washed away in cyclone, derailment of a train carrying explosives or highly inflammable material, tunnel collapse on a train, fire or explosion in trains, and other miscellaneous cases etc.

(c) Manmade Disasters:-

Acts of Terrorism and Sabotage, i.e. causing deliberate loss of life and/or damage to property, which includes:-

Chemical, industrial, nuclear, biological disasters, fire, stampede, air, road, rail and water transport accidents, sabotages, bomb blasts, setting fire to train / Railway Installations and railway property, tampering with Railway fittings to cause accidents, placing of obstructions on track to cause disruption to traffic. Railway accidents can be caused by such manmade disasters also.

However Railway related accident disasters can be further classified as :

- Collisions.
- Derailments.
- Level crossing accidents
- Fire on Train.

Further, Railway accidents / natural calamities can be categorized into different levels:

- Accidents / natural calamities of a magnitude which can be managed by the division itself.

- Accidents / natural calamities of a magnitude which also require assistance from neighbouring divisions and can be managed by the Zonal Railways : and
- Disasters of a magnitude in terms of their severity or the scale of casualties to be treated as national level disasters and require active involvement of multiple agencies viz. the Central Government (Ministry of Railways & Other Ministries)

3.3 CHANGED PHILOSOPHY OF DISASTER MANAGEMENT IN THE RAILWAYS

With the enactment of the Disaster Management Act, 2005 and other developments on the national level, DM philosophy has also changed to adopt the latest concepts.

NEW PHILOSOPHY

- Serious train accidents, not the only events termed as disasters.
- Other events, e.g. Internal security related events like terrorist attack at station/train, marooning of train due to flash flood, disruption to traffic due to natural factors like earth-quake, cyclone, floods etc.
- No more Relief and Rescue Centric.
- Holistic Approach adopted to incorporate :
 - Prevention
 - Mitigation
 - Preparedness
 - Rescue, Relief
 - Rehabilitation

New Philosophy gives more Emphasis on Prevention and Mitigation as under:

- Prevent and mitigate disasters
- Audit Existing Systems for Disaster Resistance, Disaster Prevention and Mitigation on the basis of NDMA's and self-prepared guidelines
- Disaster Management in Developmental Planning – New activities should be disaster resistant
- Preparedness, Rescue, Relief and Rehabilitation - Dimensions of DM
- Expertise based response from all stake holders
- Pooling of resources of all agencies, e.g. local administration, community, defence, hospitals and other Govt. organizations.

Chapter – 4

RELEVANT SECTIONS OF THE RAILWAYS ACT, 1989.

4.0 SECTION 113 : NOTICE OF RAILWAY ACCIDENT :-

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

COMMENTS

Sub-section (1) enjoins upon on the station master or, as the case may be, the Railway servant in charge of the section of the Railway, to give notice of the accident ,collusion or derailment which occurs in the course of working a railway, to the District Magistrate and the Superintendent of Police.

Sub-section (2) casts a duty on the Railway administration to give notice of the accident to the State Government and the Commissioner having jurisdiction over the place of the accident.

4.1. SECTION 114 : INQUIRY BY COMMISSIONER-

- (1) On the receipt of a notice under section 113 of the occurrence of an accident to a train carrying passengers resulting in loss of human life or grievous hurt causing total or partial disablement of permanent nature to a passenger or serious damage to Railway property, the Commissioner shall, as soon as may be, notify the Railway Administration, in whose jurisdiction the accident occurred, of his intention to hold an inquiry into the causes that led to the accident and shall at the same time fix and communicate the date, time and place of inquiry; Provided that it shall be open to the Commissioner to hold an inquiry into any other accident which, in his opinion, requires the holding of such an inquiry.
- (2) If for any reason, the Commissioner is not able to hold an inquiry as soon as may be after the occurrence of the accident, he shall notify the Railway administration accordingly.

4.2. SECTION 115: INQUIRY BY RAILWAY ADMINISTRATION;

Where no inquiry is held by the Commissioner under sub-section (1) of Section 114 or where the Commissioner has informed the Railway administration under sub-section (2) of that section that he is not able to hold an inquiry, the Railway administration within whose jurisdiction the accident occurs, shall cause an inquiry to be done in accordance with the prescribed procedure.

4.3. SECTION 116: POWERS OF COMMISSIONER IN RELATION TO INQUIRIES.

- (1) For the purpose of conducting an inquiry under this chapter into the causes of any accident on a Railway, the Commissioner shall in addition to the powers specified in Section 7, have the powers as are vested in a civil court while trying a suit under the Code of Civil Procedure, 1908 (5 of 1908), in respect of the following matter, namely:
- (i) summoning and enforcing the attendance of persons and examining them on oath:
 - (ii) requiring the discovery and production of documents:
 - (iii) receiving evidence on affidavits:
 - (iv) requisitioning any public record or copies thereof from any court or office:
 - (v) any other matter which may be prescribed.

The Commissioner while conducting an inquiry under this chapter shall be deemed to be a civil court for the purposes of Section 195 and Chapter XXVI of the Code of Criminal Procedure, 1973 (2 of 1973)

4.4 SECTION 117: STATEMENT MADE BEFORE COMMISSIONER.-

No statement made by a person in the course of giving evidence in an inquiry before the Commissioner shall subject him to, or be used against him in, any civil or criminal proceedings except a prosecution for giving false evidence by such statement;

Provided that the statement is:

- (a) made in reply to a question which is required by the Commissioner to answer: or:
- (b) Relevant to the subject matter of the inquiry

4.5 SECTION 118: PROCEDURE ETC.-

Any Railway administration or the Commissioner conducting an inquiry under this chapter may send notice of the inquiry to such persons, follow such procedure, and prepare the report in such a manner as may be prescribed.

4.6 SECTION 119: NO INQUIRY, INVESTIGATION, ETC., TO BE MADE IF THE COMMISSIONER OF INQUIRY IS APPOINTED.-

Notwithstanding anything contained in the foregoing provisions of the chapter, where a Commission of Inquiry is appointed under the Commission of Inquiry act, 1952 (3 of 1952), to inquire into an accident, any inquiry, investigation or other proceedings pending in relation to that accident shall not be proceeded with and all records or other documents relating to such inquiry shall be forwarded to such authority as may be specified by the Central Government in this behalf.

4.7 SECTION 120: INQUIRY INTO ACCIDENT NOT COVERED BY SECTION 113:

Where any accident of the nature not specified in Section 113 occurs in the course of working a Railway administration within whose jurisdiction the accident occurs, may cause such inquiry to be made into the causes of the accident, as may be prescribed.

Chapter – 5

DISASTER MANAGEMENT ACT – 2005

(This chapter is reproduced from DM plan of Railway Board)

5.0 NATIONAL POLICY ON DISASTER MANAGEMENT (NPDM)

The Disaster Management Act, 2005 (hereinafter referred to as the Act), enacted by the Parliament was notified in the Gazette of India on 26th December 2005. The Act provides for the legal and institutional framework for the effective management of disasters. The Act mandates creation of new institutions and assignment of specific roles for Central, State and Local Governments. Under the provisions of the Act, the National Disaster Management Authority (NDMA) has been established under the chairmanship of the Prime Minister and a National Executive Committee (NEC) of Secretaries has been created to assist the NDMA in the performance of its functions. At the State level, a State Disaster Management Authority has been created under the chairmanship of Chief Minister, which has been assisted by a State Executive Committee. At the District level, District Disaster Management Authorities have been created.

The responsibility of laying down the policies on disaster management, approving the National Policy on Disaster Management (NPDM) and laying down the guidelines on Disaster Management has been given to NDMA under the Act. The NDMA accordingly prepared a draft of the National Policy on Disaster Management in consultation with the Home Ministry and submitted the same for approval of the Government.

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

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

5.1 Salient Features of the Disaster Management Act, 2005

It is the central legislation on Disaster Management around which all the Disaster Management related activities revolve since its enactment. It legislates a holistic approach to Disaster Management, from mere responding to disasters to greater attention to prevention and mitigation, capacity building and preparedness. The Disaster Management Plan of the Railways has been prepared by taking relevant provision of this Act into consideration.

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, organizing, 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 on its severity 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

5.2 Important Provisions in the DM Act, 2005 concerning Railways

Sections 35, 36 & 37 of the DM Act, 2005 detail the responsibilities of Ministries and Departments of Central Govt. as per which a number of measures/actions are to be taken either on their own or in consultation with NDMA. Drawing up mitigation, preparedness and response plans, capacity building, data collection and identification and training of personnel in relation to Disaster Management is one of the key responsibilities. These provisions are summarized as under:

Section 35

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

- a) Coordination of actions of the Ministries or Departments of the Government of India, State Governments, National Authority, State Authorities, governmental and non-governmental organizations in relation to disaster management.
- b) Ensure the integration of measures for prevention of disasters and mitigation by Ministries or Departments of the Government of India into their development plans and projects.
- c) Ensure appropriate allocation of funds for prevention of disaster, mitigation, capacity-building and preparedness by the Ministries or Departments of the Government of India.
- d) Ensure that the Ministries or Departments of the Government of India take necessary measures for preparedness to promptly and effectively respond to any threatening disaster situation or disaster.
- e) Cooperation and assistance to the State Governments, as requested by them.
- f) Deployment of naval, military, air forces and other armed forces of the Union or any other civilian personnel as may be required for the purposes of this Act.

Section 36

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

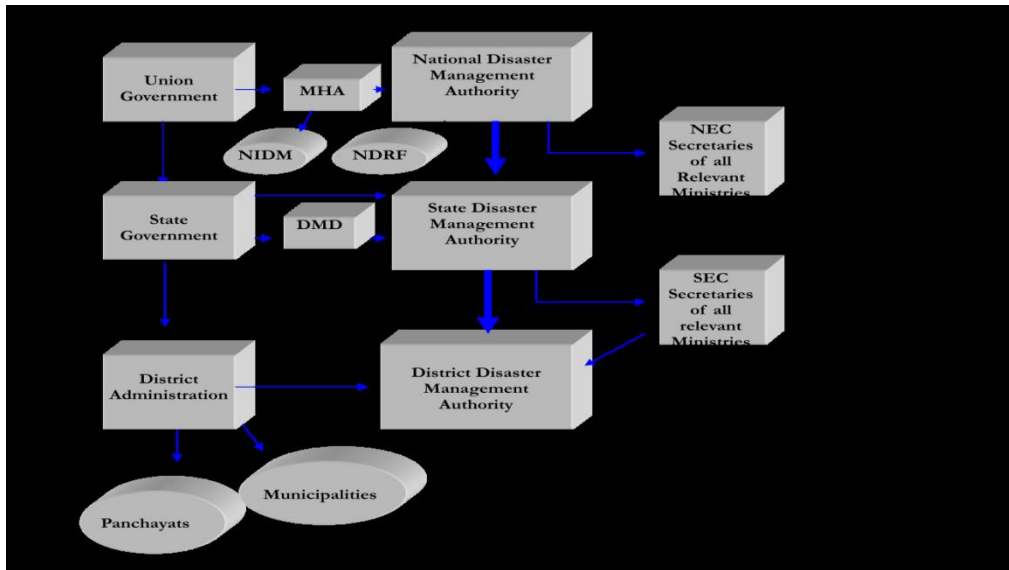
- (a) Take measures necessary for prevention of disasters, mitigation, and preparedness and capacity-building in accordance with the guidelines laid down by the National Authority.
- (b) Integrate into its development plans and projects, measures for prevention or mitigation of disasters in accordance with the guidelines laid down by the National Authority.
- (c) Respond effectively and promptly to any threatening disaster situation or disaster in accordance with the guidelines of the National Authority or the directions of the National Executive Committee in this behalf.
- (d) Review the enactments administered by it, its policies, rules and regulations and incorporate provisions for prevention of disasters, mitigation or preparedness.
- (e) Allocate funds for measures for prevention of disaster, mitigation, capacity building and preparedness.
- (f) Provide assistance to the National Authority and State Government for

- (i) Drawing up mitigation, preparedness and response plans, capacity building, data collection, identification and training of personnel in relation to disaster management.
 - (ii) Carrying out rescue and relief operation in the affected area
 - (iii) Assessing the damage from any disaster
 - (i) Carrying out rehabilitation and reconstruction.
- (g) Make available its resources to the National Executive Committee or a State Executive Committee for the purposes of responding promptly and effectively to any threatening disaster situation or disaster, including measures for –
- (i) Providing emergency communication in a vulnerable or affected area
 - (ii) Transporting personnel and relief goods to and from the affected area
 - (iii) Providing evacuation, rescue, temporary shelter or other immediate relief
 - (iv) Setting up temporary bridges, jetties and landing places
 - (ii) Providing drinking water, essential provisions, healthcare and services in an affected area.
- (vi) Take such other actions as it may consider necessary for disaster management

Section 37

- (1) Every Ministry or Department of the Government of India shall –
- (a) Prepare a disaster management plan specifying the following particulars, namely;
- (i) The measures to be taken by it for prevention and mitigation of disasters in accordance with the National Plan;
 - (ii) The specifications regarding integration of mitigation measures in its development plans in accordance with the guidelines of the National Authority and the National Executive Committee ;
 - (iii) Its roles and responsibilities in relation to preparedness and capacity-building to deal with any threatening disaster situation or disaster;
 - (iv) Its roles and responsibilities in regard to promptly and effectively responding to any threatening disaster situation or disaster;
 - (v) The present status of its preparedness to perform the roles and responsibilities specified in sub-clauses (iii) & (iv);
 - (vi) The measures required to be taken in order to enable it to perform its responsibilities specified in sub-clauses (iii) & (iv)
- (b) Review and update annually the plan referred to in clause(a);
- (c) Forward a copy of the plan referred to in clause (a) or clause (b), as the case may be, to the Central Government which Government shall forward a copy thereof to the National Authority for its approval.

- (2) Every Ministry or Department of the Government of India shall –
- (a) make while preparing disaster management plan under clause (a) of subsection (1), provisions for financing the activities specified therein ;
 - (b) furnish a status report regarding the implementation of the plan referred to in clause (a) of sub-section (1) to the National Authority as and when required by it.



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

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No.2009/Safety(DM)/6/12/Committee

New Delhi, dt.09.12.2012

**General Managers
All Zonal Railways**

**Sub: High Level Committee's Recommendations no. 13, 69, 75 and 102
on Disaster Management**

A committee was constituted by the Ministry of Railways to suggest methodology for implementation of the four pending recommendations no. 13, 69, 75 and 102 of High Level Committee on Disaster Management. Based on this committee's report which has been accepted by the Board (MT), the following actions are to be taken at the Zonal Railway level:

(a) **Recommendation No.13:** Railways should form Professionally trained crack Team which can be located at 3 locations viz., Bangaluru (SWR), Kharagpur (SER) and Lucknow (NR) to start with. Provision of Safety Parks at these locations has already been communicated to these Zonal railways. Railways should plan to give Training to 50-70 Trainers per zone and for crack teams and these trainers can then provide training in their zones especially to on board and frontline staff of Railways. Other details are included in the committee's report (copy enclosed). **Recommendation pertaining to provision of containerized hospitals has been dropped.** Instead the existing ARMVs should be upgraded suitably.

(b) **Recommendation No.69:** The recommendation pertaining to provision of synthetic packing in all ARTs with 140 Tonnes crane in lieu of wooden packing has been **dropped**.

(c) **Recommendation No.75:** The recommendation pertaining to provision of Nylon slings has been **dropped**. However, the nylon slings can be kept in addition to the wire ropes / slings / chains.

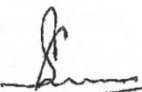
(d) **Recommendation No.102:** The recommendation pertaining to manual on rescue, relief and restoration management has been **dropped**.

(e) The listed 13 equipment as contained in the Committee's report (page 7) should be added to the ARMV/ART to upgrade Disaster Management system in Indian Railways.

(f) The following action should be taken for moving closer to the ideal of Golden One Hour Rule:

- (i) The on-board staff should be provided intensive training and suitable equipment for providing relief & rescue during the Golden Hour. The Railway staff should be given full training to work as Medical First Responders and contractors' staff should be given general training in rescue.
- (ii) A chain of command should be specified for smooth operations at accident site, till the ARMV / ART reaches. For eg. Gurad – Train Superintendent – Loco Pilot and so on, so that even if a key official is injured, the next in line can assume the command of the team.
- (iii) The officer reaching the site in ART should submit a formal report of the activities undertaken by on-board staff and the erring staff should be given exemplary punishment.

Please acknowledge receipt of this letter and confirm the appropriate action on the above.


(Sunil Kumar) 9/✓
Adviser(Safety)
Railway Board

Chapter - 6

NATIONAL DISASTER MANAGEMENT AUTHORITY (NDMA)

6.0 The Disaster Management Act, 2005, provides the powers, roles and jurisdiction of a National Authority as under:-

6.1 Powers and functions of National Authority:

Subject to the provisions of this Act, the National Authority shall have the responsibility for laying down the policies plans and guidelines for disaster management for ensuring timely and effective response to disaster. The National Authority may:-

- a) Lay down policies on disaster management;
- b) Approve the National Plan;
- c) Approve plans prepared by the Ministries or Departments of Government of India in accordance with the National Plan;
- d) Lay down guidelines for the State Authorities to draw up the State Plan;
- e) Lay down guidelines to be followed by the different Ministries or Departments of the Government of India for the purpose of integrating the measures for prevention of disaster or the mitigation of its effects in their development plans and projects;
- f) Coordinate the enforcement and implementation of the policy and plan for disaster management;
- g) Recommend provision of funds for the purpose of mitigation;
- h) Provide such support to other countries affected by major disasters as may be determined by the Central Government;
- i) Take such other measures for the prevention of disaster, or the mitigation, or preparedness and capacity building for dealing with the threatening disaster situation or disaster as it may consider necessary;
- j) Lay down broad policies and guidelines for the functioning of the National Institute of Disaster Management;

6.2 Constitution and Role of NDMA :

It is constituted under the DM Act as the apex body in the country to deal with Disaster Management holistically. Hon'ble Prime Minister is the ex-officio Chairperson of the Authority.

NDMA is responsible for laying down the policies, plans and guidelines for disaster management for ensuring timely and effective response to disaster.

State and Districts have also been mandated to constitute State and District Disaster Management Authorities respectively on the line of NDMA.

6.3 Constitution of Advisory Committee by National Authority:

The National Authority may constitute an Advisory Committee consisting of experts in the field of disaster management and having practical experience of disaster management at the National, State or District level to make recommendations on different aspects of disaster management.

6.4 National Executive Committee

The Central Government shall, immediately after issue of notification under sub-section (1) of section 3, constitute a National Executive Committee to assist the National Authority in the performance of its functions under this act. The National Executive Committee shall consist of the following members, namely:-

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

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

The National Executive Committee may-

- Act as the coordinating and monitoring body for disaster management;
- Prepare the National Plan to be approved by the National Authority;
- Coordinate and monitor the implementation of the National Policy;
- Lay down guidelines for preparing disaster management plans by different Ministries or Departments or State Authorities;
- Provide necessary technical assistance to the State Government and State Authorities for preparing their DM plans in accordance with the guidelines laid down by the National Authority;
- Monitor the implementation of the National Plan and the plans prepared by the Ministries or Departments of the Government of India;

- Monitor the implementation of the guidelines laid down by the National Authority for Integrating of measures for prevention of disasters and mitigation by the Ministries or Departments in their development plans and projects;
- Monitor, coordinate and give directions regarding the mitigation and preparedness measures to be taken by different Ministries or Departments and agencies of the Government;
- Evaluate the preparedness at all governmental levels for the purpose of responding to any threatening disaster situation and give directions where necessary for enhancing such preparedness;
- Plan and coordinate specialized training programme for disaster management for different levels of officers, employees and voluntary rescue workers;
- Coordinate response in the event of any threatening disaster situation or disaster;
- Lay down guidelines for, or give directions to, the concerned Ministries or Departments of the Government of India, the State Government and the State Authorities regarding measures to be taken by them in response to any threatening disaster situation or disaster;
- Require any department or agency of the Government to make available to the National Authority or State Authorities such men or material resources as are available with it for the purposes of emergency response, rescue and relief;
- Advise, assist and coordinate the activities of the Ministries or Departments of the Government of India, State Authorities, statutory bodies, other governmental or non-governmental organizations and others engaged in disaster management;
- Provide necessary technical assistance or give advice to the State Authorities and District Authorities for carrying out their functions under this Act;
- Promote general education and awareness in relation to disaster management;
- Perform such other functions as the National Authority may require it to perform.

6.5 National Plan :-

There shall be drawn a plan for Disaster Management for the whole of the country to be called the National Plan;

The National Plan shall be prepared by the National Executive Committee having regard to the National Policy and in consultation with the State Governments and

expert bodies in the field of Disaster Management to be approved by the National Authority;

The National Plan shall include:-

- a) Measures to be taken for the prevention of disasters, or the mitigation of their effects;
- b) Measures to be taken for the integration of mitigation measures in the development plans;
- c) Measures to be taken for preparedness and capacity building to effectively respond to any threatening disaster situations or disaster;
- d) Role and responsibilities of different Ministries or Departments of the Government of India in respect of measures specified in clauses (a), (b) and (c).

The National Plan shall be reviewed and updated annually. Appropriate provisions shall be made by the Central Government for financing the measures to be carried out under the National Plan.

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 persons affected by disaster on such concessional terms as may be appropriate;

6.6 Role of the Nodal and other Central Ministries and Departments etc:-

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

- Role of Central Ministries and Departments
As disaster management is a multi-disciplinary process, the National Policy on Disaster Management lays down that all Central Ministries and Departments

will have a key role in the field of disaster management. The nodal Ministries and Departments of Government of India (i.e. the Ministries of Agriculture, Atomic Energy, Civil Aviation, Earth Sciences, Environment and Forests, Home Affairs, Health, Mines, Railways, Space, Water Resources etc.) will continue to address specific disasters as assigned to them.

6.6.1 Institutional Arrangements of Central Government:-

6.6.1.1 Armed Forces :-

Conceptually, the Armed Forces are called upon to assist the civil administration only when the situation is beyond their coping capability. In practice, however, the armed forces form an important part of the Government's response capacity and are immediate responders in all serious disaster situations. On account of their vast potential to meet any adverse challenge, speed of operational response and the resources and capabilities at their disposal, the armed forces have historically played a major role in emergency support functions. These include communication, search and rescue operations, health and medical facilities, and transportation, especially in the immediate aftermath of a disaster. The air and heli-lift and movement of assistance to neighboring countries primarily fall within the expertise and domain of the armed forces. The armed forces will participate in imparting training to trainers and DM managers, especially in CBRN (Chemical, Biological, Radiological and Nuclear) aspects, heli-insertion, high altitude rescue, waterman ship and training of paramedics. At the national level, the Chief of the Integrated Defence Staff and the Chairman Chiefs of Staff Committee has already been included in the NEC. Similarly, at the State and District levels, the local representatives of the armed forces may be included in their executive committees to ensure closer coordination and cohesion.

6.6.1.2 Central Para Military Forces :-

The Central Paramilitary forces, which are also the armed forces of the Union, play a key role at the time of immediate response to disasters. Besides contributing to the NDRF, they will develop adequate disaster management capability within their own forces and respond to disasters which may occur in the areas where they are posted. The local representatives of the CPMFs may be co-opted/invited in the executive committee at the State level.

6.6.1.3 State Police Forces and Fire Services :

The State Police forces and the Fire Services are crucial immediate responders to disasters. The police force will be trained and the Fire Services upgraded to acquire multi-hazard rescue capability.

6.6.1.4 Civil Defence and Home Guards :

The mandate of the Civil Defence and the Home Guards will be redefined to assign a effective role in the field of disaster management. They will be deployed for community preparedness and public awareness. A culture of voluntary reporting to duty stations in the event of any disasters will be promoted.

6.6.1.5 State Disaster Response Force (SDRF):-

States will be encouraged to create response capabilities from within their existing resources. To start with, each state may aim at equipping and training one battalion equivalent force. They will also include women members for looking after the needs of women and children. NDRF battalions and their training institutions will assist the States/UTs in this effort. The States/UTs will also be encouraged to include DM training in their respective Police Training Colleges and basic and in-service courses for gazetted and non-gazetted officers.

6.7 Guidelines issued by NDMA and Action thereon

NDMA have issued guidelines on the Management of Earthquakes, Cyclones, Floods, Medical Preparedness and Mass Casualty Management, Chemical Disasters, Biological Disasters, Nuclear Disasters, Chemical (Terrorism) Disaster, Landslides and Snow Avalanches and Preparation of State Disaster Management Plans, Incidence Response System, strengthening of Safety and securing for transportation of POL Tankers, Management of Tsunamis, Role of NGOs in DM, Management of Drought etc. These guidelines are available on the NDMA website at <http://ndma.gov.in>. These Guidelines are statutory and mandate all the stake-holders including Railways to take necessary measures for prevention and mitigation of all types of disasters possible on their system and also to have mechanism in place for rescue, relief and restoration, if these happen.

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

6.9 Guidelines on Chemical (Terrorism) Disaster call for the Railways to strengthen mechanism against chemical terrorism related disasters. Medical and RPF personnel would be required to be given specialized training to handle such a disaster.

6.10 Guidelines on Nuclear and Biological Disasters call for the railways to take stipulated precautions in the transportation of Radio-active substances and Chemical (Biological) items.

6.11 Guidelines on Preparation of State Disaster Management Plans

concern the zonal Railways to the extent that co-ordination mechanism between the State Governments and the Railways should be institutionalised for disaster response. The Relief Commissioners in the States may be coordinated for assistance required from the State Governments, district officials as also to involve NGOs. Mutual sharing of each other's strengths and facilities has to be institutionalized as a system.

6.12 Guidelines on Management of Earthquakes, Cyclones, and Floods

broadly necessitate zonal Railways to survey their existing infrastructure with respect to earthquake, floods and cyclone preparedness based on the vulnerability maps and to take necessary action for making the infrastructure resistant to such disasters. All new construction should henceforth necessarily be disaster resistant.

6.13 Guidelines on Medical Preparedness and Mass Casualty Management

envisage train based casualty transport and evacuation system with following highlights:

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

NDMA have Issued Guidelines on :-

1.	Management of Chemical Disaster(Industrial)	April 2007
2.	Management of Earthquakes	April 2007
3.	Formulation of State Disaster Management Plans	July 2007
4.	Management of Floods	January 2008
5.	Medical Preparedness & Mass Casualty Management	January 2008
6.	Management of Cyclones	April 2008
7.	Management of Biological Disasters	July 2008
8.	Management of Nuclear & Radiological Emergencies	February 2009
9.	Management of Chemical (Terrorism)Disasters	March 2009
10.	Management of Landslides and Snow Avalanches	June 2009
11.	National Policy on Disaster Management	October 2009
12.	Psycho- Social Support & Mental Health Services in Disasters	December 2009
13.	Incident Response System Guidelines	July 2010
14.	Management of Tsunamis	August 2010

15.	Management of Urban Flooding	September 2010
16.	Drought Management	September 2010
17.	National Disaster Management Information & Communication System	February 2012
18.	Scaling, type of Equipment and Training of Fire services	April 2012
19.	Guidelines for Seismic Retrofitting of Deficient Buildings and structures	June 2014
20.	Guidelines on Management of Hospital Safety	February, 2016
21.	Guidelines on Management of School Safety	February, 2016
22.	Guidelines for Preparation of Action Plan-Prevention and Management of Heat-wave.	2016

Reports by NDMA:-NDMA has further issued following Reports (As Broad Guidelines)

1.	Revamping of Civil Defence
2.	NIDM's Functioning
3.	Pandemic Preparedness Beyond Health
4.	Disaster Response Training at the Centre & States
5.	NDRF and SDRF
6.	Strengthening Safety/Security in Transportation of POL Tankers
7.	Threats to Municipal Water Supply and Water Reservoirs
8.	Mechanism to Detect, Prevent and Respond to Radiological Emergencies
9.	Management of Dead in the Aftermath of Disaster
10.	Minimum Standards of Relief
11.	Role of NGOs in Disaster Management
12.	Pilot Project on Capacity Building for advanced Trauma Life Support in India
13.	Capacity Building in Disaster Management for Government Officers and Representative of Panchayat Raj Institution and Urban District Level
14.	Training Regime for Disaster Response
15.	Hand Book for Training and Capacity Building of Civil Defence and sister Organisations (part-I)
16.	Hand Book for Training and Capacity Building of Civil Defence and sister Organisations (part-II)
17.	Managing Crowd at Events and Venues of Mass Gathering
18.	Cyclone Hudhud-Strategies and lessons for preparing better & strengthen risk resilience in coastal regions of India.

Chapter – 7

EMERGENCY CONTINGENCY AND BUSINESS CONTINUITY PLAN

“Emergency contingency and Business continuity plan” for Divisional office building.

Sl.No.	Nature of Disaster	Requirement
1	Fire prevention	<p>Adequate fire extinguishers are available in Divisional Office Smoke detectors with alarms are also available.</p> <p>Provision of a small Over Head Tank with 25,000 litres capacity is under process exclusively for taking care of any eventuality.</p> <p>A building evacuation plan is under preparation and shall be displayed in all prominent places for employees and public to evacuate at the least possible time.</p> <p>All officers and staff are being trained in a phased manner with fire fighting equipments.</p>
3	Lightning	Action is on hand to provide Lightening arrestor.

Earthquake

An earthquake is a series of vibrations on the earth’s surface caused by the generation of elastic (seismic) waves due to sudden rupture within the earth during release of accumulated strain energy. The point on the fault where slip starts is the Focus or Hypocenter and the point vertically above this on the surface of the Earth is the Epicentre. The depth of focus from the epicentre, called as Focal Depth, is an important parameter in determining the damaging potential of an earthquake. Distance from epicentre to any point of interest is called epicentral distance.

Magnitude

Magnitude is a measure of amount of energy released in an earthquake. It is most commonly measured on Richter scale. The earthquake magnitude is determined by use of a seismograph, an instrument that continuously records ground vibrations. An increase of one unit represents an increase of ground shaking by ten times and energy released by thirty two times. Generally, earthquakes of magnitude greater than 5 cause damages while major earthquakes measure 7 or more on Richter scale.

Intensity

Intensity is a qualitative measure of the actual shaking at a location during an earthquake and is assigned Roman capital numerals. There are many intensity scales. Two commonly used ones are the Modified Mercalli Intensity (MMI) Scale and the Medvedev Sponheuer Karnik (MSK) Scale. Both scales are quite similar and range from I (least perceptible) to XII (most severe). The intensity scales are based on three features of shaking – perception by people and animals, performance of buildings and changes to natural surroundings. The probable maximum intensity expected in different seismic zones in the State is described in the table below:

Earthquakes results in primary, secondary and tertiary impacts. Primary impacts include surface vibration, surface rupture and displacement along the fault plane, total or partial damage and collapse of buildings, dams, tunnels, pipelines and other rigid structures. Secondary impacts of earthquake include liquefaction, landslides, fire, tsunami and floods, regional subsidence or emergence of landmass, change in course of river, changes in ground water level, etc. Most of the deaths by earthquake are caused mainly due to building collapse, falling debris, broken glass panes. Earthquakes also lead to minor and severe injuries, loss of limbs, etc. Apart from these, earthquake impacts routine services due to the damage caused to lifeline buildings, roads, railway tracks, bridges, disruption of traffic, large amount of debris, disruption of water supply and electricity, etc. Tertiary impact of earthquake includes Post Trauma Stress Disorder (PTSD), long term psychological issues, loss of livelihood, disruption of social capital due to relocation related issues, etc.

Objectives of the Plan

- i) To reduce earthquake risks by reducing vulnerability of infrastructure.
- ii) To improve the capacity of all stakeholders to cope with the earthquakes
- iii) To protect and minimize the loss of lives and property/infrastructure likely to cause due to earthquakes
- iv) To minimize the suffering of staff and public that may happen due to earthquakes.

Railway Office Buildings

Ensure:-

1. Proper security and safety measures at administrative offices and each railway station in the division.

2. That do-s and don't-s about earthquake are properly displayed at administrative offices and each railway station.
3. Proper mechanism for crowd control at each major railway station and administrative offices
4. Proper mechanism for transportation of mass community and proper handling and distribution of relief material

First Officer

- i) Soon after the earth quake reported, the higher official available/ reports first at the spot should take over the charges and coordinate the engineering, security, Mechanical, S&T, Commercial and medical branches in rescue operations.
- ii) The information should be promptly assessed and relayed to concerned parties. Immediate dissemination of information contributes to quick response and effective decision-making during emergency.

Duties of first officer at sight

1. Receive, monitor, and assess disaster information
2. Monitor, assess, and track response units and resource requests
3. Proclaim local emergencies as needed
4. Provide direction and management the operations through set priorities and establish strategies
5. Coordinate operations of all responding units, including law enforcement, fire, medical, and logistics
6. Augment comprehensive emergency communication to any field operation when needed or appropriate
7. Maintain security and access control
8. Keep senior, subordinate and tenant officials informed
9. Keep local jurisdictions (Village/town/City, district and State) informed
10. Operate a message centre to log and post all key disaster information

Disaster Reporting and Assessments

There are three kinds of assessment reports made at different timeframe in aftermath of an earthquake. Each assessment report has different format for collection of data and reporting of information. These reports are designed to assess:

- a. Life threatening situation

- b. Need for emergency food, water, shelter and medical assistance
- c. Need for restoration of critical facilities and services .The officer incharge at site shall issue instructions to district collectors to carry out need and loss assessment. Teams are to be formed and dispatched to the affected areas for detailed assessment of houses and property assessment. Adequate manpower, vehicles, stationery etc should also be provided to supplement the efforts for need/loss assessment.

Interim Relief Measures

1. Arrangements to be made for identification and maintenance of records of disposal of dead bodies in affected areas
2. Arrangements to be made to record complaints of persons reported missing. Follow up action in terms of verification of the report needs to be made.
3. Unclaimed/unidentified dead bodies to be disposed off at the earliest after keeping their records.
4. Additional manpower to be deployed in the affected areas for supplementing the efforts of the local administration.
5. As reconstruction of houses will take a long time, arrangements to be made to provide interim shelters to affected persons
6. Identification of site for interim shelter
7. Providing essential services like water, power, health, sanitation, PDS, etc. at sites
8. PRO to coordinate with media to play a positive role in disseminating appropriate information to public and govt. to facilitate the speedy recovery.

Chapter -8

NATIONAL DISASTER RESPONSE FORCE (NDRF)

Ministry of Home Affairs, Government of India, has formed NDRF at eight selected locations in the country dealing with relief and rescue operations related to all types of disasters.

CISF, NDRF Battalion, Arakkonam is the only Battalion available in Tamilnadu, meant for Disaster Management. This Battalion has Tamilnadu, Puducherry, Kerala and Andhra Pradesh (except Srikakulam and Vizianagaram Districts) in its area of responsibility.

The Battalion is headed by Miss. Rekha Nambiar, Senior Commandant, under the administrative / operational control of Inspector General (Adm.), CISF HQRs., New Delhi and Deputy Inspector General (DM), CISF HQRs., New Delhi.

Battalions	Address	Contact Nos.	Sr.Commandant	Mobile
NDRF	Suraksha Campus P.O	04177- 246269	Miss.Rekha Nambiar	09442105169
CISF Bn	Arakkonam 631152	04177- 246594 Fax 246300		

Ministry of Railways may request NDMA for deployment of NDRF when situation so warrants. For requisitioning NDRF in times of a Disaster, the Zonal Railways / Divisions have to approach Railway Board who will request NDMA to direct the NDRF Battalions to proceed to site. NDM control room under Ministry of Home Affairs (Tele No. 011-23092885, Fax No. 011-23093750) and Security Control room (Tele No. 011-23387981, Fax No. 011-23303983) and Safety cell.

(Tele Fax No. 011-23382638) in the office of Railway Board.

भारत सरकार (GOVERNMENT OF INDIA)
रेल मंत्रालय (MINISTRY OF RAILWAYS)
रेलवे बोर्ड (RAILWAY BOARD)

No.2003/Safety(DM)/6/3

New Delhi, Dated: 30.08.2017

**Chief Safety Officer
North Frontier Railway**

**Sub: Assistance of NDMA/NDRF to handle Railway related disasters.
Ref: Your office letter no. T/308/DM/2/2014/16 dated 16.08.2017.**

Vide letter under reference, North Frontier Railway has requested Railway Board to seek assistance from NDMA for arranging of motorboats in Katihar Division for restoration of breach/wash outs due to floods.

Based on the above communication Railway Board had sort assistance from NDRF headquarters and motorboats were arranged from ninth battalion of NDRF. However it is to clarify that as per the prevailing instructions, DRM and CSO can directly seek assistance from the NDRF. These instructions were issued vide Railway Board letter no. 2003/Safety(DM)/6/3, dated 05.08.2010.

Para 5.2 of Disaster Management Plan of Ministry of Railway, issued in April 2016, indicates that DRMs/CSOs have been empowered to directly requisite the relevant NDRF battalion for relief and rescue operations depending upon the gravity of the situation so that their services could be made available expeditiously without any loss of time.

Board instructions in this regard may please be incorporated in the Disaster Management Plan of NF Railway and all concerned may please be advised accordingly.

P. Srinivas
30/8/17
(P. Srinivas)
Director Safety-III
Railway Board

COPY TO: CSO of all Zonal Railways except NFR for similar action.

Chapter–9

GOVERNMENT OF INDIA MINISTRY OF RAILWAYS (RAILWAY BOARD)

No.2002/Safety-I/6
General Managers
All Indian Railways.

New Delhi, dt. 5.12.06

**Sub: Requisitioning of Indian Air Force Aircrafts/Helicopter by Zonal
Railways in case of serious Railway accidents/natural calamities.**

Doubts have been raised from time to time by the Zonal Railways regarding standing instructions on the above matter.

The extracts of Air Force instructions no. 9/83 regarding Regulations Governing Flights and Airlifts in IAF Aircraft within Indian Territory is reproduced as under:

Para 9(a): The use of IAF aircraft for civil agencies may be authorized by the Chief of the Air Staff on payment at rates which will be fixed by the Ministry of Finance (Defence). Such Flights may be provided on written demand for work like aerial photography, survey and other purposes, survey of air routes, carriage of mail, drop of supplies, carriage of urgently required stores, leaflet droppings, relief and reconnaissance flights, carriages of para military police forces etc. “ **Such flights as errand of mercy, on payment at chartered rate without detriment to Defence requirements, may also be provided for evacuation of seriously sick or injured civilians from inaccessible areas at the written request of the State Governments, Union Territory Administration and other Central Ministries/Departments, as a life saving measures on an undertaking by such authorities that it is neither feasible by them nor any other means of civil air/surface transport is available for such**

evacuation and the evacuation by the IAF will be at their risk and cost". The Ministry of Defence may sanction, on payment, urgent movement of civilian Govt. servants and stores and equipment in IAF aircraft for various Ministries of the Central Government and for the State Government provided aircraft are available without prejudice to service requirements.

Para 9(d): Station Commanders of and above the rank of Wing Commander may authorize special flights of aircraft under their control to meet written request from Central Ministries/Departments/State Govts./Administration of Union Territories for assistance in any grave emergency or natural catastrophe. They will immediately advise concerned Command Headquarters. Such flights are to be regularized under the authority of the AOs C-in-C Command/Group in due course.

Attention is also invited to Railway Board letter of even number dated 13/15-06-2004(Annexure 1&2) vide which GMs/DRMs have been delegated powers to requisition helicopter/ aeroplane even from private parties (copy enclosed) to reach the site of serious accident for rescue operation expeditiously and to dispatch the rescue teams to the site of accidents.

Zonal Railways may take note of the above standing instructions and establish coordination with the appropriate Air Force authorities. Please acknowledge receipt.

(Amitabh)
Director/Safety

Annexure

032-22234560

GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)
(RAILWAY BOARD)

No.2002/Safety-1/16/6.

New Delhi, dt. 12-06-2004

15

General Managers,
All Indian Railways.

Sub: Empowering Zonal Railways to requisition
helicopter/aero plane at the time of severe
accident.

Ref: Board's letter No.86/Safety-1/24/47
Dt.13.03.87 & 19.07.89.

Zonal Railways have been delegated powers to requisition helicopter/aero plane for expeditious action in the event of serious accidents vide Railway Board's letter under reference. The subject matter has been reviewed by the Board and the following revised powers are delegated to the Zonal Railways.

- (i) GMs/DRMs have been delegated the powers to rescue helicopter/aero plane to reach the site of serious accident for rescue operation expeditiously. In addition, powers are also delegated to requisition air support to dispatch the rescue teams to the site of the accident.

It is difficult to stipulate exactly the circumstances under which they may exercise these powers, it has been decided to leave this to the discretion of GMs/DRMs. However, broadly these may cover the following type of cases:

- (a) Where more than 10 casualties (deaths-cum-serious injuries) are feared and it is difficult for these officers to reach the site within reasonable time;
- (b) Where heavy damage is caused to railway installations in sensitive and tension filled areas (e.g. wreckage of track, bridges, etc. through bomb blast, other means of sabotage, etc.);
- (c) Where public reaction in case of late arrival of senior officers at site is likely to be highly adverse.

Annexure-cont.

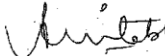
Normally, in case of an accident only one helicopter should be requisitioned by a Zonal Railway, except when there is a serious passenger train accident involving several casualties when it is essential for both the General Manager and the Divisional Railway Manager to reach the site at once to satisfy the public and the Press. However, for dispatching the rescue teams to the site of the accident, separate helicopter/aero plane may be requisitioned, if so needed.

The GMs/DRMs may exercise the above powers personally and may not be delegate these powers.

- (ii) Zonal Railways are further empowered to requisition helicopter/aero plane to evacuate injured and dead in the event of serious accident. GMs may personally exercise these powers and may not delegate these further.

The above instructions on the subject supersede all the previous instructions issued vide above referred letters.

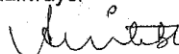
This issues with the concurrence of the Finance Directorate of the Ministry of Railways.


(Amitabh)
Director, Safety III
Railway Board

No.2002/Safety-1/6/6.

New Delhi, dt 13.06.2004

Copy forwarded for information to the FA&CAOs, all Indian Railways.


(Amitabh)
Director, Safety III
Railway Board

No.2002/Safety-1/6/6.

New Delhi, dt 13.06.2004

Copy forwarded for information to the Deputy Comptroller and Auditor General of India (Railways) (with 40 spares.)


For Financial Commissioner/Railways

Copy to F (X) II Branch.

Chapter 10

INDIAN RAILWAY MEDICAL MANUAL VOLUME-II(Third Edition-2000)AND RELATED CORRECTION SLIPS

MEDICAL AID AT THE TIME OF RAILWAY ACCIDENTS

10.0. Extract of Chapter VII of IR Medical Manual (Vol. II)

701. GENERAL POLICY:-

(1) The general policy in the case of Railway accidents in which casualties occur is that of rapid evacuation after rendering immediate and necessary first aid treatment. This is always preferable to prolonged detention and elaborate treatment at the site of accident as the time factor is of paramount importance in removing the injured persons to the nearest hospitals by the first available means of transport to enable all necessary medical aid to be rendered.

(2) It is therefore, essential that the Railway Doctors know thoroughly their duties not only when called upon to render medical aid to the injured but also in connection with the preparations made by the Railway administration to deal with accidents and the maintenance and use of Accident Relief Medical Equipment.

(Ministry of Railway's letter No. 383.T.G/dt. 31/3/1951)

709. Classification of injuries:-

(1) For the purpose of these rules, a Railway employee or a passenger or a trespasser shall be considered to be 'injured' only when he/she is incapacitated from following customary vocation for more than forty eight hours. Such injuries are classified as under-

(i) 'Serious '(include 'grievous' injuries as defined below)

(ii) 'Minor' or 'Simple', but excluding 'trivial' injuries such as abrasions or bruises.

(2) The following are considered to be grievous injuries(as per section 320 of the Indian Penal Code) -

- a) Emasculation,
- b) Permanent privation of the sight of either eye.
- c) Permanent privation of the hearing of either ear.
- d) Privation of any member or joint.
- e) Destruction or permanent impairment of powers of any member or joint.

- f) Permanent disfigurement of head or face.
- g) Fracture or dislocation of a bone or tooth
- h) Any hurt which endangers life, or which causes the sufferer to be, during the space of twenty days, in severe bodily pain or unable to follow his ordinary pursuits

(3) Injuries other than those defined above are considered to be minor or simple injuries.

(4) Apart from the 'injured ' cases as above, there may be cases where a passenger or trespasser receives only petty abrasions or bruises. These are of trivial nature and technically speaking should not be taken as "injured ' persons.

Note: Change of classification of injuries may be necessary in the light of x-rays and other detailed findings after admission. Advice with regard to change of classification of injuries should be furnished to the Chief Medical Director as early as possible.

(Paragraph 1428 of Indian Railway Establishment Manual, Ministry of Railway's letter No. 68/safety/43/19 dt. 25/02/ 1969 and section 320 of the Indian Penal Code).

711. (7)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:

- (i) Non availability of non – railway hospital.
- (ii) Want of accommodation in the non-railway hospital.
- (iii) Unsutability of non- Railway hospital to render first aid.
- (iv) Difficulty of transport.
- (v) Serious condition of the patient.
- (vi) In other circumstances considered justifiable by the attending medical officer.

711. (8)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.

712. Referring of the injured persons to private hospitals:-

(1) It will be the duty of the train or station staff to render first aid to a person injured within the Railway premises immediately. If necessary, arrangements should be made to summon medical aid from other Railway or non-railway sources.

(2) In the following special cases, the injured person may be taken to a private hospital:-

- (a) When there is no railway or non-railway hospital available within a radius

of, say eight kilometers of the site of accident, or

- (b) When the attending doctor certifies, in writing, in the prescribed proforma, that the treatment in private hospital is necessary in the interest of the patient.
- (3) Where a private hospital, to which an injured person is taken in terms of (a) and (b) above has different scales of charges for different kinds of accommodation/diet available. It will be left to the discretion of the doctor in charge, depending on the severity of the injury, to admit the injured person to a higher class of accommodation/diet, if it is considered essential for the recovery, or for prevention of serious deterioration of the condition of the injured person.
- (4) Where the aforesaid conditions are not satisfied but the injured person, or any adult member of his family who happens to be along with him, desires him to be provided with a higher class of accommodation/diet, there would be no objection to this being done, provided the injured person or the adult member of the family agrees, in writing, to pay the extra cost involved directly to the hospital authorities
- (5) For this purpose, each of the Railway administrations should come with a working arrangement with such private hospitals as may be necessary in the areas served by them so that in an emergency, injury cases can be referred without loss of time to the hospitals concerned. To facilitate matters and to avoid misunderstandings, the Chief Medical Director should draw up a list of such private hospitals, bearing in mind the Railway or non-Railway hospitals in existence in the vicinity. The Chief Medical Director should also settle the charges to be paid to the hospitals for such cases for each class of accommodation/diet etc.
- (6) The bills by such private hospitals should be submitted through the Chief Medical Director who will certify the correctness of the charges payable, before passing for payment by the FA & CAO. Payments to private hospitals under this para can be arranged locally by the Railways and the Ministry of Railways approval is not necessary. (Para 1421 of Indian Railway Establishment Manual and M.O.R's letter No. MH 59/MES/96/ Medical dt.. 18/12/1959).

715. Issue of complimentary passes to the next of kin:-

Complimentary passes may be issued to the next of kin of the victims of accident from any station in India to the site of accident and back to the destination, as well as to surviving victims, who are discharged from the hospitals, to their destinations, provided that:-

- (i) the issue of such passes should be centralised in the General Manager's office and should have the personal approval of the General Manager,
- (ii) the class of pass for the surviving victims should be the same as they were travelling, or higher if recommended by the attending doctor,
- (iii) the class of pass for the relatives should be determined according to their status,
- (iv) such passes should be issued to not more than two relatives of the injured or the deceased persons and,
- (v) No break of journeys are allowed.

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ACS No. 4 of 2006

S.NO. 4 of Health/2006

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)**

No.2003/H/7/1/SCR

New Delhi, dated: 14.11.2006

**The General Managers,
All Indian Railways
Including Production Units**

Sub: Medical treatment of Railway passengers involved in accidents / untoward accidents.

The matter regarding amendment to Para 711 (7) & (8) and Para 712 of Indian Railway Medical Manual, 2000, on the subject cited above has been examined in Board's Office and it has been decided by Board to accept the recommendations of Commissioner of Railway Safety, South Central Circle which were made vide Para No. 9.2 of the Inquiry Report on Derailment of 7201 Golconda Express at Warangal Station in Secunderabad Division of South Central Railway on 02.7.2003. The following changes have been made in the provisions contained in para 711 (7) & (8) & Para 712 of Indian Railway Medical Manual, 2000 (Volume-II):-

2. The existing provisions contained in para 711 (7) of IRMM, 2000, (Vol-II) "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" may be amended to read as "The injured persons should be sent to nearby Govt./ Railway Hospital. If no Govt. or Railway Hospital is available nearby, victims can be sent to nearby private hospital. Full powers in this connection will be exercised by General Manager. General Manager's decision will be final."

3. Similarly, at present there are no directives on treatment of trespassers & persons traveling dangerously (U/s. 147 & 156 of Indian Railway Act, 1989). Therefore, it has now been decided "to provide emergency medical treatment to such injured persons also and to send them to nearest Government Hospital. However, the mere fact that the Railway is providing medical aid does not bestow any right on the injured person, covered U/s 147 & 156 of Indian Railway Act, 1989, to claim any compensation from Railways".

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- 2 -

4. The issue of passing the bills, elaborated in Para 712 (5) and (6) of IRMM, 2000 (Vol.II) may be amended to read as "(i) All the expenditure of Govt./Railway or private Hospital is to be borne by Railway Administration. (ii) Bills of these Govt. Hospitals/Private Hospitals should be scrutinized and passed by CMS / MS in - charge of the Divisional Hospital with the concurrence of Associated Finance of the Division."

5. This has the approval of Board and issues with the concurrence of Finance Directorate of Ministry of Railways.

6. Please acknowledge receipt.



(Dr. Hanuman Singh)
Executive Director/Health
Railway Board

DA: Advance correction slip to Para 711 (7) & (8) and Para 712.

ACS No. 4 of 2006S.No. 4 of Health'2006Advance Correction Slip to Paras 711 (7) & (8) and Para 712 of IRMM' 2000Para 711 (7)

(i) Injured person as a result of Rly. accident (u/s 123 of I.R. Act,1989) and untoward incidence (u/s 124-A of I.R. Act, 1989) are to be provided emergency first aid at the site of accident / incidence and then to be shifted promptly to nearest suitable hospital which may be a Govt. Hospital, Rly. Hospital or Private Hospital.

(ii) Persons injured due to trespassing (u/s 147 of I.R. Act, 1989) and travelling dangerously (u/s 156 of I.R. Act, 1989) are to be provided emergency first aid and then to be shifted promptly to nearest Govt. Hospital.

(iii) However, the mere fact that the Railway is providing medical aid does not bestow any right on the injured persons covered u/s 147 and 156 of I.R. Act, 1989 to claim any compensation from Railways.

Para 711 (8)

Injured persons as a result of Rly. accident (u/s 123 of I.R. Act, 1989) and untoward incidences (u/s 124 of I.R. Act,1989) when admitted in any Govt./Railway. or Private Hospital, a close watch to be kept on medical treatment need of the patient and the extend of medical facilities available in that hospital. In case there is inadequate medical facilities the patient should be promptly shifted to a Higher medical center which can be either a Govt. Hospital, Railway Hospital or Private Hospital.

Para 712

(i) Referring the injured persons, injured due to Railway accident (u/s 123 of I.R. Act, 1989) or untoward incidences (u/s 124-A of I.R. Act, 1989) to a hospital. Injured person as a result of Railway accident (u/s 123 of I.R. Act, 1989) and untoward incidence (u/s 124-A of I.R. Act, 1989) are to be provided emergency first aid at the site of accident / incidence and then to be shifted promptly to nearest suitable hospital which may be a Govt. Hospital, Railway Hospital or Private Hospital.

(ii) All the expenditure of Govt. / Railway or Private Hospital to be borne by railway administration.

(iii) Bills of the Govt. Hospital / Private Hospital should be scrutinized & passed by CMS / MS in charge of the Divisional Hospital with the concurrence of Associated Finance of the Division."

(Authority Board's letter No.2003/H/7/1/SCR dated: 14. 11.2006)

Chapter –11

INDIAN RAILWAY COMMERCIAL MANUAL

11.0 Extract of para 2425 of INDIAN RAILWAY COMMERCIAL MANUAL (VOLUME II)

2425. Utilisation of station receipts for departmental expenditure, Station Masters are required to remit the entire collection of cash, cheques, etc., to the cash office as laid down in the following paragraphs. However, the withdrawals from station earnings are permitted in the following cases only:

- (1) Encashment of cheque issued by the Financial Adviser and Chief Accounts Officer or by an Officer authorized by him in this behalf in favour of the Chief Cashier.
- (2) Payments to comply with the Payment of Wages Act in certain cases where pre-check and payment by Accounts Office is not possible for want of time, e.g., settlement of dues of staff whose services are terminated by the administration.

Note. (i) Those who resign or otherwise leave the service of their own record should not be paid from station earnings but their wages should be drawn through pay sheets as usual.

- (ii) The term 'wages' has been defined in section 2(VI) of the Payment of wages Act. It does not include the Traveling Allowance, for the payment of which the normal procedure should be observed.
- (3) Payment of wages of temporary and permanent staff who cannot be paid by Pay Clerks within 10 days of the expiry of the wage period.
- (4) Payment of handling charges at stations where the Station Masters are goods handling contractors.
- (5) Encashment of pay orders issued by competent authority for payment of claims for compensation for goods lost, damaged etc. not exceeding Rs. 10,000 in each case.
- (6) Payment against vouchers, overcharge sheets or other documents issued by competent authority for refund of fares and freight.
- (7) Refund of wagon registration fees.
- (8) Departmental expenditure necessitated by floods, accidents or earthquakes, etc.
- (9) Handling charges for transshipment due to accidents, hot axles, etc.
- (10) Payment of fees to surveyors engaged in assessment of value of damaged consignments up to limit of Rs. 250 in each case.
- (11) Payment of decretal and settlement amounts in court cases when the parties insist on immediate payment under threat of execution or in discharge of legal attachment in Railway earnings at the station.

- (12) Refund of "deposits" for the value of perishable consignments taken at the time of delivery, on production of necessary particulars by the claimants of such consignments (see para 961).
- (13) Refund of deposit money of Rs. 5 to the licensed Porters.
- (14) Payment of cost for obtaining decrees judgments from the court under the orders of the Head of the Department only in cases where an appeal has to be filed within a specified period.
- (15) Cost of transport of sick and wounded persons to hospitals when on small stations ambulances are not available.
- (16) Payment to the casual labour engaged by Station Masters when handling contractors fail to provide adequate labour, only in emergent cases, which should be subsequently approved by the Head of Department. However, when such labour is engaged temporarily by the Station Master when a handling contract has been terminated on account of unsatisfactory working of the contractor, the labour should normally be paid through muster sheets and if they are to be discharged, before the close of the wage period and payment through muster sheets is not possible, the payment can be made through station earnings.
- (17) Payment of expenses of special catering when the imprest is exhausted in emergent cases only, duly authorized by an officer.
- (18) Payment in cash to staff governed by Workmen's Compensation Rules.
- (19) Refund of fares on unused and partially used tickets.
- (20) Payment of salary of Traveling Inspectors of Station Accounts against cheques issued
- (21) Refund of earnest money to unsuccessful bidders in cases of auction of unclaimed or lost property when the amount of the bid is not approved by the competent authority or when the property is connected and delivered to the owner.
- (22) Ex-gratia payments to persons involved in train accidents.
- (23) Advance of Traveling Allowance in an emergency as Court attendance at short notice.
- (24) Refund of security deposits on account of hiring of lockers at Railway Stations.
- (25) Payment of the reward to persons who help in apprehending prosecution of unauthorized chain pulling
- (26) Refund of Quick Transit Service Charges
- (27) Payment of grants sanctioned from Railway Minister's Welfare and Relief Fund through pay orders excusable at stations.

- (28) Payment of commission to halt agents
- (29) Defraying of expenses in departmental catering establishments for the purchase of perishables, fish, meat, eggs, milk, butter, melted ghee. etc.
- (30) Encashment of pay orders issued by the Railway men's Co-operative Credit Societies, Banks against fortnightly deposits made with the Railway Administration by Societies' Banks
- (31) Payment of commission amount to vendor| bearers engaged on commission basis.
- (32) Spot payments of Daily Allowances to public witnesses attending departmental enquiries in vigilance cases against Railway employees,
- (33) Payment of coolie hire charges for effecting delivery of public telegrams wherever so indicated.
- (34) Payment of immediate relief to the families of non-gazetted Railway servants who die while in service
- (35) Advance to running staff marooned due to breach of communications
- (36) Payment or advances from Provident Fund sanctioned by competent authority to meet the funeral expenses of deceased Railway Employees at roadside station
- (37) Payment not exceeding Rs. 10 (Rupees ten) only in each case for shrouds to cover dead bodies of victims of accidents on Railways. The vouchers required to be submitted along with the cash may be countersigned by the Government Railway Police Official in token of his having taken over the dead body / bodies duly covered with shrouds.

Chapter 12

MEASURES TO PREVENT ACCIDENTS

12.0 Signalling

(a) Track Circuiting

Track Circuit is one of the most important safety aids provided at the stations, which has reduced collisions in station area. A major thrust was given to track circuiting at stations. In the last five years, on an average 1000 locations per year have been provided with track circuits and 98% of the stations on A, B & C routes and 94% of all BG routes have been covered so far. Plan to provide this device at all stations, mostly on Branch lines, is in place.

(b) Provision of Centralized Operation of Points and Signals by Electrical/Electronic Interlocking with MACLS is the most important system for safety, efficiency & flexibility in yard operation and for incremental line capacity and has been steadily provided on Indian Railways. Route Relay/Panel/Electronic Interlocking (RRI/PI/EI) along with MACLS have been provided at 5317 stations (85% of total stations on BG route). Replacement of old outdated, multi-cabin mechanical signaling equipment are required to be replaced and upgraded by using electrical/electronic interlocking system in a phased manner.

(c) Elimination of Semaphore Signalling is necessary for improving visibility and efficiency of signaling system on these stations. There are 554 stations on IR network which are equipped with Semaphore Signaling. Out of these, 280 stations are on BG network. These stations are taken up for elimination of Semaphore Signaling by Colour Light Signaling with Centralized Panel Interlocking.

(d) Provision of Isolation and Elimination of Rudimentary Interlocking and Up gradation of Standard Interlocking has assumed importance with growing traffics and speeds after a few serious accidents took place in recent years. Yard layouts and the corresponding signaling system at some stations requires up gradation. Main line is not isolated for run through trains and complete track circuiting is not available resulting in imposition of speed restrictions in Yard and at times, an unsafe situation is created. Up gradation of Standard of Interlocking with provision of Standard layout with Isolation will be completed at the earliest.

(e) Token Ball Instruments

Token Ball Instruments are outdated equipment still in use on Indian Railway network. A decision in this regard has been taken to eliminate Token Ball Instruments by Token less Block Working within a time frame of 3 years (March 2018). There are 513 Block sections having 1026 Block Instruments on BG network which are planned to be eliminated.

(f) Block Proving by Axle Counters

All new works of Panel Interlocking (PI)/(EI) will be provided with Block proving by Axle counters device, to prevent collisions in the block sections due to some 'parted' load being left out. BPAC devices at existing PI/EI/RRI stations are planned to be completed during XII Plan.

(g) Centralized On-line Monitoring, Predictive Maintenance and Asset Management System with Digital Mapping for every signaling installation to improve system availability besides providing event analysis tools.

12.1 Train Management System (TMS) is another area of technology up gradation for Centralized Monitoring and Management of Train traffic already functional on Mumbai Suburban section of Western Railway and Central Railway.

12.2 Train protection warning system (TPWS)

To eliminate Signal Passing At Danger (SPAD), an human error, this system has been provided as pilot project on certain stretches of 275 Route Kilometers(RKMs).

12.3 Train Collision Avoidance System (TCAS)

TCAS, a multivendor product is being developed indigenously by RDSO for Collision Prevention as well as Protection against Signal Passing At Danger (SPAD) by loco pilot. RDSO has finalized the specification of TCAS and proof of concept trials have been carried out during October/November, 2012. Extended trials on 250 Kms section on South Central Railway are to be conducted by RDSO. Based on successful conclusion of extended trials and Safety Certification of TCAS by Independent Safety Assessor (ISA), further deployment on Indian Railways will be considered.

12.4 Continuous Track Circuiting with Automatic Block Signalling

Continuous track circuiting not only helps in improving the capacity with automatic block signalling where more than one train can be sent in a block section but also improves safety by interlocking all level crossing gates on the section with signals.

Since the Golden Quadrilaterals along with its diagonals on the IR carry the maximum traffic, it is proposed to provide continuous track circuiting on priority on these sections.

12.5 Mobile Train Radio Communication

Mobile Train Radio Communication (MTRC) system has an intrinsic potential in enhancing the safety and security in train operations, besides being a valuable aid in providing reliable and secure communication to all those engaged in different facets of railway operations and maintenance functions. MTRC works have already been commissioned on 2461 RKms on IR and are in progress on 2100 RKms.

12.6 Rail/Weld fractures

Rail/Weld fractures have direct impact on safety. Following are proposed to reduce the incidences of Rail/weld fractures.

(a) Improvement of quality of rails –

Increasing fracture Toughness, ductility, weld ability and corrosion resistant properties of rails helps in reducing sudden failures of rails. This will need addition of alloying material in various proportions, Study in this direction is in progress in collaboration with SAIL.

Increased Axle Load has necessitated production of Head Hardened Rails and Rails with Higher UTS (110 UTS). Studies are in progress in association with SAIL to develop such rails for use on Heavy axle load routes. It is expected that such Rails will be available indigenously by 2016.

At present, Bhilai Steel Plant of SAIL is producing 65 m long rails which are being welded in Bhilai Steel Plant to make a rail panel of length 260 m. These long rail panels are being directly transported to the site thereby reducing the number of welds and the multiple handling of rails thereby improving the quality. Bhilai Steel Plant of SAIL is installing a new rail rolling mill at Bhilai using state of the art technology. In this new mill 130m length rails will be rolled and with a single weld 260m rail panel will be prepared and it is expected that new rail rolling mill will be commissioned by SAIL in 2015-16.

(b) USFD Testing of rails –

To make USFD more reliable, improvement in USFD technique is necessary. The Railways have introduced need-based concept of USFD testing of rails, under which the rails already laid in track are being tested after the passage of stipulated GMT of

traffic. The improvement in quality of testing is also planned by use of digital type Ultrasonic Flaw Testing machines replacing existing analogue type Ultrasonic Flaw Testing machines. Digital Testing Machines for USFD testing of rails and welds are capable of data logging, saving and transferring scan to computers while this facility is not available in analogue type of machines.

(c) Improved Thermit Welding –

There is a scope of improvement in Thermit welding techniques being used at present. Based on studies done, significant improvement has been made in welding techniques to reduce dependence on human judgment. The use of Compressed air heating, three piece moulds and automatic Tapping thimbles have been made mandatory for welding on Broad gauge track.

12.7 Reduction in thermit welds by mobile flash butt welding –

Alumino-Thermit (AT) welds are the weak links in track, whose population is being gradually reduced and replaced by Flash Butt (FB) welds. As a first step flash butt welding has been introduced in all construction projects. This is to be gradually extended to other areas.

12.8 Rail Fracture Detection System --

Rail/weld failures are potential safety hazards. Advanced Railway systems are using the systems, which alerts all concerned in case of failures and train operations are controlled to prevent consequential train accidents. No such system is available on IR. Suitable technology will be developed in association with advanced railway systems for use on IR. It is proposed to install Broken rail detection system on NR & NCR on trial basis. After successful trial, this system will be progressively installed on other important routes.

12.9 Wheel Impact Load Detector (WILD)

WILD is used to manage the wheel impact load spectrum for targeted removals of defective wheels from service. The WILD continually monitors locomotives and vehicle wheels health to ensure safe train operations. In WILD system, if any wheel generates a force that exceeds a tailored alarming threshold, a report identifies that wheel for action. A maintenance alarm identifies vehicle for preventive maintenance at the next available opportunity and a critical alarm directs a train to stop as quickly and safely as possible. As on date 15 WILD systems have been installed.

12.10 Better and Safer Coaches

Design of lightweight, stainless steel passenger coaches has been procured through a Transfer of Technology (TOT) contract from M/s LHB of Germany. The coach provides better ride index at higher speeds. The design provides a higher safety level as a result of modern technology in use in the design of high-speed bogies.

In view of enhanced safety features, passenger comfort and higher speed potential, it is proposed to completely switch over to light weight stainless steel LHB mainline coach production.

12.11 Retrofitment of crash worthy features such as crash buffers and anti-climbing modifications in conventional coaches.

To minimize injury to passengers in case of collision, conventional coaches are to be provided with crash buffers provided at the coach ends which absorb collision energy minimizing damage to passenger area. Provision of anti-climbing modifications in coaches will not allow the coaches to climb over each other in case of an impact.

12.12 Fire detection and suppression system in AC coaches

To make AC coaches fire resistant, fire detection and suppression system is to be provided to detect fire in AC coaches and take preventive action. Provision of automatic braking of coaches in case of fire shall also be provided.

12.13 Fire detection and suppression in NAC coaches

To make NAC coaches for fire resistant, fire detection and suppression system is to be provided to detect fire in NAC coaches and take preventive action.

12.14 Automatic door closure mechanism in coaches

Automatic door closure mechanism in EMU coaches to prevent accidental falling off of passengers from trains should be introduced in suburban trains. Automatic AC Component doors will manual trigger shall be provided in newly manufactured LHB AC double-decker coaches for convenience of elderly passengers and children.

12.15 Redesigning/refurbishing of interior of coaches and interior fittings for better occupant safety

Coaches shall be provided with fire retardant materials such as Fire retardant curtains & partition paneling, roof ceiling, PVC flooring, cushioning material for seats and berths, Rexene & fabric upholstery for seats and berths, FRP windows & UIC

Vestibules, etc. in the interior furnishing. Specifications of these fire retardant materials shall be upgraded as a part of continual improvement in passenger safety.

Coaches are being provided with fire retardant furnishing materials. To minimize injuries during rail travel, coaches are being redesigned without any sharp corners in the interior and dully padding up vulnerable areas.

Improved design climbing arrangements and better side lower berths in Sleeper Coaches Passengers for easy climbing on upper berths especially for elderly, women, children and disabled.

Manufacturing of Variant AC and non-AC coaches with new design is being planned with provision of emergency exit doors in addition to emergency exit window for faster evacuation of passengers, fire safety measures such as fire barrier coating, luminescent signages for visibility in the dark, emergency alarm, interface with air brake system for automatic brake application.

12.16 In-motion Weighbridges

The in-motion weighbridge helps detect overloading in wagons. This reduces fatigue of rail/welds and, therefore, reduces chances of fracture. Installation of in-motion weighbridges is done as and when required as per changes in traffic pattern and emergent requirements and is a continuous process.

12.17 Action Plan for Road Users' Safety

To reduce accidents at manned and unmanned level crossing gates, IR will adopt following multi-pronged strategy:-

- Existing task force of the Ministry of Railways and State Governments for construction of ROB/RUBs would be made more effective.
- Items to be resolved between the Ministry of Railways and Ministry of Road Transport and Highways.
- Speed breakers at level crossings, their standards and maintenance.
- Testing of driving license applicant with regard to thorough knowledge pertaining to level crossings.
- Widening of roads at selected high density locations to ease movement.
- Training and counseling of road users.

- Lifting barriers with retro-reflective markers in lieu of gate leaves shall be provided on double and multiple lines.
- On manned level crossings, with more than 500 road vehicles per day and where possible, the road width shall be widened in railway land.
- Signaling Systems like Interlocking arrangements and provision of telephones at LC gates enhances safety considerably.
- Of 18672 Manned Level Crossings, 10513 are already interlocked and provided with signals as on 31.03.2015. It is envisaged that another 1320 gates would get interlocked in next 5 years.
- Inclusion of Dos and Don'ts near level crossings in primary school curriculum. Intensive social awareness campaigns to counter misadventure in front of approaching trains.
- Basic infrastructure on all unmanned level crossings will be ensured and it includes provision of adequate width, normal gradient, level surface for 5 m from centre of the nearest track, Whistle Boards in retro-reflective sheets, specified Road Warning Boards, road surface in good condition and speed breakers/rumble strips etc.
- All level crossings, as per revised criteria for manning, falling in the three specified categories, are proposed to be manned in next 5 years.
- Periodic census of level crossings will be carried out by multi-disciplinary teams.
- Compulsory whistling by train drivers by linking loco whistle to the Vigilance Control Device (VCD).
- On sections where there are a number of unmanned level crossings, at close proximity, RUBs may be constructed at a convenient location and the remaining level crossings closed.
- Checking visibility levels at all unmanned level crossings, and taking corrective action for their improvement.
- Appropriate approach road gradients within railway boundary to be ensured.

12.18 Provision of Road Over/Under Bridge

It has been decided to provide Road Over/Under Bridges in replacement of all level crossings on cost sharing basis where the TVUs (number of trains x number of road

vehicles in 24 hours) exceed one lakh. There are 417 level crossings where the TVUs are more than one lakh and have already been sanctioned as on 1.4.2003, for replacement with ROB/RUBs. There are still 1252 level crossings with TVUs of more than one lakh as on 1.4.2003 where the ROB/RUBs are yet to be sanctioned. These will be sanctioned progressively depending upon the response of the State Governments for sharing of the cost and their sponsoring them for the same.

12.19 Curbing Fire hazards in Pantry Car

- With a view to curb fire hazards in pantry car, Board has issued guidelines for upkeep of pantry car equipment to ensure that all equipment and gadgets are in working order and in safe condition.
- Electrical gadgets in Pantry Cars should be operated only by the authorized electrical staff, nobody else.
- Zonal Railways have been advised to remove the card board cartons after loading the food articles and they are to be kept in containers made up of fire retardant materials such as insulated metallic boxes.
- Separate reservation chart of pantry car should be published like reservation chart of other coaches. Ticket checking staff should permit only those persons in Pantry Car & Power Car (Railway Staff and Pantry Car Staff) whose names are appearing in reservation chart of pantry car and Power Car and having valid travel authority.

Chapter-13

DISASTER PREPAREDNESS: AVAILABILITY OF RESOURCES

Railways are generally self-reliant in carrying out rescue and relief operations as a result of having a well organized set up including ARMEs and ARTs. However, major accidents involving heavy casualties in remote areas or in difficult terrain or under adverse weather conditions are possible to be managed efficiently only by mobilizing non-railway resources.

Hence Disaster preparedness in Railways is a system of keeping all resources to be readily available so that they can be used whenever situation warrants. Resources imply railway and non-railway men and material, which include medical personnel, transporters, volunteers, police and fire services.

The entire resources are grouped into four units viz. -

- | | | | |
|----|-------------------|---|--|
| 1. | Resource Unit I | - | Railway and non-railway resources available on the train, and at nearby surroundings. |
| 2. | Resource Unit II | - | Railway resources available at ARME/ART depots and elsewhere within the division. |
| 3. | Resource Unit III | - | Railway resources available at ARME/ART depots and elsewhere on adjoining Zones and Divisions. |
| 4. | Resource Unit IV | - | Non-railway resources available within or outside the division. |

13.0 RESOURCE UNIT I

- (a) On all trains carrying Passengers following resources are available.
- i. First Aid Box available with the Guard
 - ii. First Aid Box available with Train Superintendent and Pantry Car
 - iii. Stretchers, Portable Telephones, Fire Extinguishers in Brake Van
 - iv. Portable Telephones, Fire Extinguishers in Train Engine,
 - v. Walkie-Talkie with Guard and Loco Pilot
 - vi. Cell Phones/Mobile Communications with Passengers
 - vii. Information collected by Train Superintendent / Traveling Ticket Examiner about Medical Practitioners traveling by train.
 - viii. Information collected by Train Superintendent / Traveling Ticket Examiner about Railway Officers traveling by train.

- ix. Railway Staff traveling on the train- either on duty or on leave as passengers.
- x. Passengers traveling on the train who volunteer their help for rescue and relief work.

(b) Non-railway resources available nearby:

- i. Volunteers from nearby villages and towns.
- ii. Transport facilities available at site or passing through nearby LC Gates.
- iii. Tractors with trolleys from nearby villages both for transport purposes and for lighting up the accident site.
- iv. Station staff and local Railway officials should request help from non-railway sources before Railway's own rescue team arrives.
- v. Such local networks are most effective in rushing assistance immediately, especially with regard to:
 - a) medical succour,
 - b) additional manpower,
 - c) rescue equipment,
 - d) lighting arrangements,
 - e) transport services,
 - f) fire fighting tools etc.

(c) At Surroundings

- i. Engineering, Over Head Equipment, Signal Staff available
- ii. Other resources such as Medical Facilities, Communication facilities, Transport facilities available at site/LC Gate. (Chapters 34.10, 34.13, 34.14& 34.19)

(d) At adjoining Stations

- i. Resources to be mobilized to send Medical Team at short notice as given in ACC Forms 8 to 12
- ii. Staff available at Station

13.1 RESOURCE UNIT II

- i. MRV, BD Special, HRE, HRD, Crane stabled at nominated stations. (Page 48)
- ii. Railway Medical and departmental resources. (Chapter-34.10)

13.2 RESOURCE UNIT III

- i. Location of ARMEs, ARTs with 140T crane based on adjoining Zones/Divisions. (Page 48)
- ii. Section wise chart of which ARMEs/ARTs are to be requisitioned from adjoining Zones/Divisions.

- iii. Copies of DM Plans of adjoining divisions should be available with the divisional control office.

13.3 RESOURCE UNIT IV

- i. Non-railway resources. (Chapters 34.13 to 34.24)
- ii. Resources available at adjoining divisions

Delayed availability of Human Resources, equipment, transport and other relief material hampers action and creates a sense of helplessness.

13.4 COMMUNICATION

Use of walkie-talkie :

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

Use of BSNL / Cell phone:

- i. BSNL phone numbers with STD codes of Railway stations in the Division are given in Chapter-34.0.

Resources available at adjoining Stations:-

Resources available at stations for mobilizing Rescue/Relief Team at short notice.

- i. ACC 8, ACC 9, ACC 10, ACC 11, ACC 12
- ii. List of Voluntary Organizations like, Lion's Club, Rotary Club, etc., (Chapter–34.16)
- iii. List of Civil, Police and other authorities. (Chapters 34.1,34.2 & 34.15)
- iv. List of fire fighting agencies. (Chapter - 34.17)
- v. List of mobile crane operators. (Chapter- 34.18)
- vi. List of State transport bus depots. (Chapter–34.19)
- vii. List of Defence establishments/Para-military units. (Chapter–34.21)
- viii. List of Forest officials. (Chapter - 34.22)

The Station Master of the station shall make a test call to the numbers in the list at least once in 3 months and update the data.

13.5 Use of Accident Alarm Signals

Sounding of Electric Siren/Engine Whistle/ /Station Bell

(a) Long Range Electric Sirens (Available at Divisional office / Palghat, PGT, SRR, CLT, CAN, and MAQ stations)

- i. In case of an emergency when ordered by Divisional Railway Manager, take out the siren key.
- ii. If required break open the glass fronted case to give the siren.
- iii. The delayed action switch (the tubular lever switch marked “accident warning”) is used to give call of $\frac{3}{4}$ minute duration each with half minute interval between two successive calls. This switch shall be switched on and left in that position for a period of approximately 20 minutes to give the emergency call and then switched off.
- iv. If there is a failure of delayed action switch, manually operate the check switch to give calls of $\frac{3}{4}$ minute duration with half minute interval between two successive calls for a period of approximately 20 minutes.

(b) At Station where electric sirens are provided but had failed

- i. Give 5 whistles/hooting or calls of 1 minute duration each with half minute interval between two successive whistles/hooting using the engine if available. This shall be repeated twice at an interval of 3 minutes.
- ii. If an engine is not available ring the station bell violently
- iii. SM to advise Transportation, Medical, Mechanical, Electrical, Engineering and other staff.

(c) At Stations where siren is not provided

Sound the engine whistle 5 times of 1 minute duration with half minute interval between the calls. This is to be repeated twice with an interval of 3 minutes.

Chapter- 14

PREPAREDNESS OF DIFFERENT DEPARTMENTS

14.0 ENGINEERING DEPARTMENT

- Shall identify risk zones prone for natural disasters like floods, cyclones or earthquakes with the help of Meteorological department.
- Shall identify detailed inventory of major infrastructures like tracks, bridges should be kept readily available and analysis of its strength to withstand such disasters.
- Shall ensure arrangement of essential items like empty bags, sand dust, cinders etc. ready to be moved to vulnerable location of needs.
- Intensified patrolling at vulnerable location.

14.1 MECHANICAL DEPARTMENT

- Shall ensure that ART, ARMV / SPART are equipped with sufficient tools to handle cutting of trees etc. and availability of portable genset, gaslamps etc.

14.2 MEDICAL DEPARTMENT

- Shall ensure availability of adequate medicines first and materials or disinfectants etc., at health unit / hospitals near the forecast warned places.
- Shall take enough measures to prevent epidemics in co-ordination with Engineering department for sanitation, drainage and disinfection.

14.3 ELECTRICAL DEPARTMENT

- Shall ensure availability of standby power (generator) and strategic Locations.

14.4 TELECOMMUNICATION DEPARTMENT

- Shall ensure proper communication with adequate facilities like wireless communications, satellite phones, video communication arrangements etc.,

14.5 TRANSPORTATION DEPARTMENT

- Requirement of essential staff and their deployment shall be assessed by Sr. DOM of respective division.

- SMs of the warned area stations shall ensure that all stations equipments like Generator, Emergency light, VHF sets, First Aid equipments etc. are in good condition, in co-ordination with respective departments.
- SMs will also ensure proper locking of stabled coaches / wagons as per extant instructions. This should be informed to control.
- COM of the railway will issue instructions regarding regulation, diversion or cancellation of trains in the warned section with information to CPRO.

14.6 COMMERCIAL DEPARTMENT

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

14.7 SECURITY DEPARTMENT

- Shall ensure alertness of security personnel to accompany relief material trains, and help vulnerable stations in handling public enquiries to move to location with all available resources and collect details of accident and assess the requirements. Inform nearby out post for additional man power.
- Co-ordination with Police and other local administration.
- Role of RPF in Disaster:-

In case of any disaster affecting Railways viz. serious train accidents, fire, incidents, explosion in trains or on Railway premises, terrorist acts. Hijacking of train etc. RPF will coordinate with other Department of Railways, Government Railways Police/District Police and various agencies of State and Central Government for speedier relief and rescue operations. Similarly, in case of CBRN Disasters or a natural calamity affecting Railways, RPF will provide services in rescue, rehabilitation and mitigation efforts.

RPF will play active role in crowd control in station premises/circulating area in coordination with GRPs of respective status and Commercial Branch staff.

The deployment of the RPF may be done on need basis to provide relief, rescue and rehabilitation consequent upon any disaster situation over Railways.

Current Preparedness:-

Role of RPF in the event of Railway accident and other calamities has been outlined in standing order No. 34 as under

- Arranging maximum available RPF manpower within the shortest possible time and dispatching of the same to scene of accident by the quickest means.
- Segregation of the area of incident by establishing temporary barriers by use of nylon ropes to ensure that on-lookers and spectators do not enter the affected area to disturb the scene or hamper the rescue operations.
- Baggage of passengers should be isolated and protected and consigned goods should be taken care of till they are handed over to claimants or taken over by Railway authorities.
- Respond to any call for assistance in rescue of victims and transporting them to the nearest hospital.

14.8 GENERAL

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

Chapter -15

RESOURCES IN RAILWAYS: ARME, SPART, ART WITH LOCATION MAP AND TIME OF ARME TURN OUT

15.0 ACCIDENT RELIEF MEDICAL EQUIPMENT VAN:

(1) ARME Scale I - Equipment stored in Special Medical Relief Vans stabled in separate sidings at MAQ with 'Single exit', and SRR with 'Double exit'

- i. One key of the van is available with the Station Master in a glass fronted case.
- ii. Other key is with the doctor in charge of the Relief Van.
- iii. The medicines and equipment are provided as per the Railway Board norms.
- iv. The keys of all the locks inside the Medical Relief Van shall also be in duplicate. One with the Medical Officer and the other in a glass fronted case inside the relief van.

(2) ARME Scale II - Equipment stored in boxes in Special room on Platform at Station.

- v. Locations of ARME Scale II are given below.
- vi. The medical equipment is kept sealed without any lock.
- vii. Scale II room has duplicate keys:- one with Medical Officer and other is in Station Master office

15.1 LOCATION OF ARME SCALE II IN PGT DIVISION:-

KANNUR

KOZHIKODE

PALAKKAD

POLLACHI

15.2 TARGET TIME FOR TURNING OUT ARME:

For stations, where the ARME is stabled on a siding with exit from both ends '20' minutes. For stations where the ARME is stabled on single exit siding ' 25 'minutes, subject to the remarks furnished below.

The above time should be reckoned from the moment the siren is sounded till the time ARME is ready in all respect for dispatch.

15.3 ACCIDENT RELIEF TRAIN

ART locations are given below.

ART Spl. Formation is stabled complete on separate siding having double entry for faster exit in both directions.

- (i) Rescue/Restoration equipments are kept as per Railway Board's instructions.
- (ii) Break Down special keys are with the following Officials:
 - a) Engineering Tool Van SSE/JE/Permanent Way.
 - b) Mechanical Tool Van SSE/JE/Mechanical.
 - c) O.H.E. Tool Van - SSE/JE/OHE-TRD.
- (iii) Crane Supervisors will ensure availability of adequate fuel and water in the crane at all times.
- (iv) On getting Emergency call, the Crane Supervisors shall check and ensure:
 - a) Correct marshalling of Crane according to site requirement.
 - b) Alert the standby Crane Operator of 140T Crane.
 - c) In case, road approach is faster, prevailing equipment may be moved by road as required.

Location	Description	Details
Shoranur (SRR)	SPART (ARME)	Accident Relief Medical Van (ARMV) with ARME Scale - I, Operation Theatre tool van, Hydraulic Re-railing Equipment (HRE) with Mechanical, Electrical and S&T equipments and Tools
	ART	Hydraulic Re-railing Equipment (HRE) Engineering Materials, Tools & 140 T Crane, Electrical and S&T equipments & Tools
MANGALORE(MAQ)	ARME	Accident Relief Medical Van (ARMV) with ARME Scale-1, Operation theatre Tool Van, Hydraulic re-railing equipments (HRE) with Mechanical, Electrical and S&T equipments & Tools
	ART	Hydraulic Re-railing Equipment (HRE) with Mechanical, Electrical and S&T equipments and Tools

- Facility provided to operate siren at SRR & MAQ on remote control from Divisional Office.

15.4 ART / ARME LOCATIONS OF ADJACENT DIVISIONS

Station	Division	Railway	ARME	ART/HRE	ART/Crane
MDU	MDU	SR	Available	Available	140 T DSL
QLN	TVC	SR	Available	Available	Nil
ERS	TVC	SR	Available	Nil	Nil
ERM	TVC	SR	Nil	Available	140 T DSL
ED	SA	SR	Available	Available	140 T DSL
VERNA		KRCL	Available	Nil	140 T DSL
MYS	MYS	SWR	Available	Nil	Nil
ASK	MYS	SWR	Available	Available	Nil
HRR	MYS	SWR	Available	Nil	Nil

Target Time For Turning Out ART

The Accident Relief Train must be turned out/ despatched from the base station to the site of accident within **30** minutes by day / **45** minutes by night after sounding the Electric Sirens

15.5 Authority to order movement of ART Special to site

- i. On receipt of information about serious accident involving train carrying passengers ART Special at the nearest adjoining depot shall be alerted and kept ready by the Chief Controller/Deputy Chief Controller.
- ii. The order to move ART Special to the site shall be issued by Divisional Railway Manager.
- iii. In the absence of Divisional Railway Manager, the officer in charge at control office shall issue orders.
- iv. If the services of ART Special are not required after confirming, Divisional Railway Manager may cancel the movement.

15.6 PREPARATION OF ACCIDENT RELIEF TRAIN AND OTHER MEASURES

15.6.0 Sr. DEN/DEN/ ADEN/SSE/P.Way

- i. Contact local crane/bulldozer operators and ask for assistance.
- ii. Contact boat operators/naval bases and arrange divers.
- iii. Move gang staff/materials from adjacent depots.
- iv. Arrange drinking water, Tent materials.

15.6.1 Sr.DSO/Sr.DOM/SMR/TI

- i. Contact Police station, fire station and request their services.
- ii. Inform Village Administrative Officer, Revenue Inspector, Tahsildar, Revenue Divisional Officer, Collector and Superintendent of Police and ask for assistance.
- iii. Arrange vehicles from private owners.
- iv. Arrange Loco Crew and Guard to work ART.

15.6.2 Sr.DSTE/DSTE/ADSTE/SSE/Tele

- i. Send the required complement of Inspectors, maintainers and helpers by ART who can install and operate the communication equipment provided in the ART.

15.6.3 Sr.DMO/DMO/ADMO

- i. Collect particulars on nature of accident and prepare MRV according to the site requirement.
- ii. Alert blood donors
- iii. Special Medical arrangement in case of fire/bomb explosion and on water bodies.
- iv. Contact local Hospitals and collect sufficient number of trained manpower

15.6.4 Sr.DME/DME/ADME/SSE(C&W)

- i. Prepare MRV special according to site requirements with required tools like cutters, spreaders, Lights, Jacks, cold cutting equipment, drinking water etc.
- ii. Assess the approximate requirement of additional equipment and mobilize them from local operators/agencies.
- iii. Marshall MRV special/BD special according to site condition.
- iv. Check up MRV special for its fitness.
- v. If required ask for MRV special from adjacent depots.

15.6.5 Provision of LAPTOP Computer in ART/ARMEs

(Ref: Board's letter No.2000/Safety (A&R)/14/3 dtd.2.12.02)

All ARMEs and ARTs must be equipped with a LAP TOP computer and a printer.

15.7Guidelines on Medical Preparedness and Mass Casualty Management envisage train based casualty transport and evacuation system with following highlights:

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

Chapter- 16

DISASTER RESPONSE: GOLDEN HOUR

16.0 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.

16.1 Disaster Syndrome:

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

16.1.0. Shock stage: In which victims are stunned, dazed and apathetic.

16.1.1. Suggestible stage: In which victims tend to be passive but open to suggestions and willing to take directions from rescue workers and others.

16.1.2 Recovery stage: In which individuals may be tense and apprehensive and may show generalized anxiety.

The first phase, which is of shortest duration, last for about half an hour. It is an amateurish, poorly equipped effort, but is nevertheless the most important phase. In most cases, this is the only help available for a major part of the 'Golden Hour'.

The second phase which is of 2-3 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 Disaster Management 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 hospitalized for comparatively longer spells are then the sole responsibility of Railway's Medical department.

With the above scenario in mind, it is necessary to take firm and quick decisions to save lives and property. To achieve these objectives Railways have a well-defined action plan that is successfully executed by the coordinated efforts of different disciplines, all of 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 Rescue Team **(DRT)**.

Chapter-17

REPORTING OF DISASTERS

(Ref: Accident manual – Para -3.09)

ROLE OF GUARD, LOCO PILOTS AND STATION MASTER – ALL CONCERNED MESSAGES:

- (i) On the occurrence of an accident the Guard or in his absence the Driver shall immediately note the time of accident, and after protection, shall report the occurrence to the Control and to the nearest Station Master. Wherever possible, protection and reporting shall be done simultaneously.
- (ii) **Report by the quickest available means:**
Every accident shall immediately be reported to the Station Master of the nearest (accessible) station by the quickest available means. For this purpose the Guard or in his absence the Driver or any other railway servant present at the site of the accident shall follow the procedure prescribed in S.R.6.05 (ii) to (v).
- (iii) The station Master shall arrange to advise the controller, Station Master at the other end of the Block section and officials of the other departments also by the quickest possible means. The Station Masters/Station Managers of stations where sirens are provided shall arrange for sounding the siren immediately and arrange to move MRV/BD special where necessary.

17.1 Information to Civil and police authorities:

Depending on the gravity of the situation Station Master shall also establish direct contact with Civil and Police authorities such as District Collector, District Superintendent of Police, and Superintendent of Police GRP apart from conveying the information to the nearest Police Station.

Chapter -18

DISASTER RESPONSE: INSTANT ACTION TEAM

18.0 The Instant Action Team comprises:-

- i) The Guard, Crew, TS, TTEs, AC coach attendant, Asst. Guard, and RPF.
- ii) GRP staff traveling on the train on duty.
- iii) Railway staff traveling by the accident involved train either on duty or on leave as passengers.
- iv) Doctors traveling by the train.
- v) Passengers traveling on the train who volunteer for rescue and relief work.
- vi) Railway staff working at site or available near the site of the accident.
- vii) Non-Railway personnel available at or near the accident site.

18.1 PRE-ACCIDENT CHECKLIST OF PREPARATION FOR MEMBERS OF INSTANT ACTION TEAM:

- a. Generally, about 10-15 minutes time elapses before information regarding occurrence of an accident reaches the Divisional control office. In case information can be conveyed immediately this time can be saved. This 15 minutes time is of vital importance since it constitutes 25% of the 'Golden Hour'.
- b. In case they have a mobile, ensure that telephone numbers of all relevant officials such as those of divisional control offices etc. have been permanently fed into the Mobile for immediate use in an emergency.
- c. Whenever they are traveling at night they should keep a torch handy and secure by some means.

18.2 RAILWAY STAFF TRAVELLING ON THE ACCIDENT AFFECTED TRAIN:

- i) Whenever a train is involved in a serious accident with casualties/injuries to passengers, all railway staff travelling on the train either on duty or on leave is deemed to be on duty with immediate effect.
- ii) Under no circumstances should any of them leave the accident site unless and until divisional officers arrive, take over charge of rescue and relief operations, and permit them to leave.
- iii) Railway staff on train/at site shall volunteer themselves to render assistance and report to TS/TTE/Guard of the Train.
- iv) The senior most officers traveling on the train will assume charge as Officer-in-Charge Site (Site In charge).
- v) Normally the senior officers will be traveling in either the 1AC or in 2AC

coach, and most probably in the Emergency Quota section of the coach. The Emergency Quota section of 2AC is invariably in the centre of the coach (berth nos. 19-22). In any case the TS/TTE would know whom are the railway officers traveling in 1AC or 2AC.

- vi) Similarly, other railway staff will be traveling in 2AC/3AC coach, and most probably in the Emergency Quota section of the coach. The Emergency Quota section of 3AC is also in the centre of the coach (berth nos. 25-30).
- vii) Similarly, some Group "C" & 'D' railway staff may be traveling in Sleeper coach, and probably in the Emergency Quota section of the coach. The Emergency Quota section of a Sleeper coach is located in the centre of the coach (berth nos. 25-38).
- viii) In the absence of any officer, the TS or senior most TTE/Guard will discharge duties listed out for Site Officer.
- ix) One group shall assist the Guard and Loco Pilot and the other groups may be directed to assist in rescuing injured/entrapped passengers.
- x) In the absence of TS/TTE the Guard/Assistant Guard shall take steps to form such groups.

18.3 FORMATION OF GROUPS COMPRISING MEMBERS OF INSTANT ACTION TEAM:

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

- xii. Each group should rescue injured, entrapped passengers.

ACTIVITY UNIT - 1

The assigned roles of members of the Instant Action Team are enlisted under activity unit

1. Every member of this team is responsible to ensure that timely action is taken to protect traffic, save lives and communicating the incident to the all concerned properly.

18.4 LIST OF DUTIES OF INSTANT ACTION TEAM (IAT):-

- i. Duties of Loco pilot and Assistant Loco pilot (Motor Man)
- ii. Duties of Guard
- iii. Duties of Assistant Guard
- iv. Duties of Train Supdt./ TTE
- v. Duties of Coach Attendant / AC Mechanic / Khalasis
- vi. Duties of any Railway servant on duty or as passenger
- vii. Duties of Engg. Over Head Equipment, Signal Staff at site.
- viii. Duties of senior most official by train
- ix. Duties of on board railway staff immediately after the accident

Detail duty list of Guard and Crew are laid down in the Accident Manual. Some of the more important ones are enumerated below:

18.5 Duties of Crew of the Train

- a) Switch on Flasher light immediately and give four short whistles.
- b) Inform Guard / Station Master over walkie-talkie.
- c) Protect the obstructed/adjacent lines as per G & S.R. 6.03. (Chapter - XV)
- d) Take necessary action to prevent Loco / Vehicles / Wagons rolling down.
- e) Record the time of accident and location immediately.
- f) Co-ordinate with Guard to save lives.
- g) Ensure that no clue or evidence is destroyed.
- h) If necessary detach loco and take it to inform SM of nearest station.

18.6 Duties of Guard/Assistant Guard:

- i. Switch on the Amber in Flashing Tail Lamp if provided in the rear of his brake van.
- ii. Secure the train and prevent escaping of vehicles.
- iii. Protect the obstruction or depute Asst. Guard/Competent person to protect as per G & S R 6.03
- iv. Note down the time and location of accident.
- v. Inform Crew/Station Master through walkie-talkie.

- vi. Make a quick survey of magnitude of accident and roughly assess casualty, damage and assistance required.
- vii. Render First Aid to the injured passengers and arrange to transport them to hospital.
- viii. Direct Railway servants on train at site to rescue injured entrapped passengers.
- ix. Utilise Emergency Train Lighting box to facilitate medical aid.
- x. Stop train running on adjacent line and utilise the resources on that train.
- xi. Report the occurrences as quick as possible to control / nearest SM through portable telephones or other communication equipment available at site with details asking for assistance.
- xii. In electrified section if OHE is affected, take steps to switch off OHE supply.
- xiii. Log your activities. Do not leave the spot unless you are relieved by a competent authority.
- xiv. Record evidence or statements if any given by passengers.
- xv. Do not disturb the clues.

18.7 Duties of TS / TTE

- i. Avail the services of a Doctor travelling by the train immediately and render Medical Aid.
- ii. Render First Aid to injured person.
- iii. Collect particulars of the injured and prepare a list showing their position coach wise.
- iv. Prepare a separate list showing dead & injured with address and ticket particulars.
- v. Transport the injured by road vehicles if available to the nearest hospital.
- vi. Take the assistance of local people / volunteers at site.
- vii. Record evidences or statement given by the passengers/others at site.
- viii. TS/TTE shall prepare a list that shows the exact position of injured in the coaches from Train Engine to Brake Van and hand over it to the Doctor.
- ix. Inform the stranded passengers about alternative transport arrangement.

18.8 Duties of AC Mechanics / Coach Attendants

- i. Switch off the power supply to avoid short-circuiting.
- ii. Assist the Train Conductor / Train Superintendent in their duties at the accident site

18.9 Duties RPF/GRP Staff

- i. Try and rescue as many passengers as possible from the accident involved coaches.

- ii. Render First Aid to the injured.
- iii. Arrange to shift injured persons to the nearest hospital.
- iv. Protect passenger's luggage and railway property.
- v. Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed.
- vi. Collect men and material available nearby and direct them to site.
- vii. Avail the services of road vehicles if any, waiting / passing through LC gate

18.10 Duties of Senior most official by train

- i. Ensure protection of traffic and assist Guard and Loco pilot.
- ii. Ensure the reporting of accident to nearest Station / Control.
- iii. Note down the time of accident.
- iv. Collect the reporting staff / volunteers, form and direct different groups and assign work.
- v. Roughly assess the casualties/extent of damage.
- vi. Ensure the issue of a detailed message with the following information :
 - a) Time/Date of accident , b) Location Km./between stations.
 - c) Train number and description , d) Nature of accident
 - e) Number of killed/injured, f) Extent of damage
 - g) Assistance required, h) Prima facie cause of the accident
 - i) Condition of the adjacent line, if any. J) Whether OHE is involved.
- vii. Maintain the log of events.
- viii. Till the Site Manager takes control over the situation continue to be in charge of the site.

18.11 Duties of on board Railway staff immediately after the accident:-

- i) Don't panic. Once the accident has already occurred and the train has come to a standstill nothing worse can happen.
- ii) In case any one of on board staff has a mobile and it is working, inform the Divisional Control office immediately about the accident.
- iii) Observe the position in which your coach has stopped, whether it is standing upright or turned upside down or lying on its side.
- iv) Try and see whether your coach has stopped on a bridge or whether there is level ground on both sides.

In case the coach is on a bridge or very high embankment or in case it is raining heavily, then it is better to wait for some time and not be in a hurry to leave the coach. You may be jumping from the frying pan into the fire

Chapter -19

Activity unit-II

DISASTER RESPONSE:FIRST RESPONDERS

19.0 DUTIES OF FIRST RESPONDERS - RAILWAY STAFF:-

19.0.1 GANG STAFF:-

- (i) On Double/Multiple line section stop any other train approaching the accident area by showing hand danger signal.
- (ii) Ensure that track alignments or lines are not disturbed.
- (iii) Report to Site Officer and assist in rescue and relief work.
- (iv) Assist in extricating injured passengers from coaches.
- (v) Assist in transporting them to nearest hospitals.

19.0.2 GATE KEEPER:-

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

19.0.3 STATION MASTER AT ADJOINING STATION:-

(a) Conveying of information:-

- (i) Arrange protection of traffic by keeping all signals at ON position.
- (ii) Report the accident to Station Master at the other end. He should be asked to call all off duty staff at his station and send them to the accident site.
- (iii) Report the accident to Section Controller.
- (iv) Control to be advised regarding
 - a. Time and nature of accident
 - b. Brief description of accident.
 - c. Adjacent lines clear or not.
 - d. Damage to rolling stock.
 - e. Damage to track in terms of telegraph posts.

- f. OHE masts damaged or not, and extent of damage.
- g. Approximate number of dead and injured (grievous, simple) to be obtained from the TS/TTEs.

(V) Following functionaries should be advised regarding the accident:

- a) All off duty railway staff posted at that station.
- b) SM/SMR of Junction stations at either end.
- c) TI, CCI
- d) P.Way Supervisors SSE/JE etc.
- e) TRD Supervisors SSE/JE etc.
- f) C&W Supervisors SSE/JE etc.
- g) S&T Supervisors SSE/JE etc.
- h) SI/RPF, SHO/GRP.
- i) Nearest Fire Station.

(vi) Inform civil authorities, village/town/city representatives and volunteers for possible relief assistance.

(vii) Supervisory Station Manager of the nearest Jn. station shall proceed to accident site

(b) Medical assistance:-

- (i) Call for assistance from local Doctors, SJAB, Civil and Army Hospitals. Civil Defence, Scouts and Guides or any such organisation.
- (ii) Arrange adequate number of First Aid boxes and stretchers.
- (iii) Mobilise local medical team and send it to site to render First Aid to the injured.
- (iv) Quickly transport ARME Scale II equipment to the site of the accident.

(c) Assistance to Passengers:-

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

(d) Transport assistance:-

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

(e) Security assistance:-

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

(f) Communication Assistance:-

- i. Direct passengers to PCO booths if available nearby.
- ii. Issue free telegrams and make available STD phone to relatives of dead/injured.

(g) Sending manpower for site:-

- i. Proceed to site of the accident by quickest means with trolleys, coolies, lamps, vendors and any other equipment that is considered necessary.
- ii. Till relieved by a Traffic Inspector or Divisional Officers be in charge of site and carryout rescue/relief operations.

(h) Preservation of clues and evidences:-

- i. TI/SMR first reaching the site shall take action to preserve clues and evidences.
- ii. Secure records related to accident in the Station/Cabin.
- iii. Seal slides, levers, knobs and Relay room, if accident takes place within the station limit.

19.1 Duties of Chief Controller / Deputy Chief Controller

- i. On getting information about accident from site inform SM at the either end.
- ii. Check whether the adjacent line is clear or not.
- iii. Collect all necessary details about the accident.
- iv. Regulate trains and give top priority to ART.
- v. Order ART and start under Divisional Railway Manager's order.
- vi. Advise Divisional Officers/Area Officers.

- vii. Inform Central Control, as per proforma of accident reporting.
- viii. Inform Civil, Military, and Voluntary Organization and sent Medical team.
- ix. Get orders in time and divert/regulate/cancel trains before it crosses the diversion points.
- x. Regulate the trains at stations where food can be arranged.
- xi. Avoid blocking of all running lines at stations on either side of the accident site for through passage of ART.
- xii. Inform emergency counters with necessary details of dead/injured.
- xiii. For accident involving passenger carrying trains or road vehicles at level crossing, MRV shall be ordered immediately. Subsequently if it is found not required it may be cancelled with the permission of Divisional Railway Manager.
- xiv. Advise senior subordinates like Traffic Inspector, Commercial Inspector, LocoInspectors Section Engineers (P.Way) etc., to proceed to the site of accident by first means.
- xv. When a train carrying mail is involved advise the RMS authorities.
- xvi. Open a register and log the events with time and details like
 - a) Time of accident.
 - b) Location, gauge, single/double/quadruple line, system of working, midsection or station, gradient, kilometre, traction etc
 - c) Type and description of train/trains involved.
 - d) Types of coaches/wagons involved.
 - e) Load of the train.
 - f) Nature of the accident (collisions, derailments, etc.)
 - g) Casualty/injuries
- xvii. Ensure a clear path for running Medical van, BD Special etc.
- xviii. Arrange to dispatch Crane with Break Down trains if required.
- xix. If Crane is not available in the Division order from adjoining Division/Railway.
- xx. Record the timings of ordering, actual departure and arrival at the accident site for the MRV, Break Down Special, and Crane Special.

19.2 Duties of SSE/SE/PWay, Sig, C&W, LI, TI/SMR:-

- (i) Rushing to accident site with men and material by quickest available means with men and materials. Before leaving for the site of accident organise maximum number of men to go to the accident site along with their equipment.

(ii) Rescue and relief:

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

(iii) Joint measurements and preservation of clues and evidences:

Collect and record all evidences relating to the accident such as:

- a) Condition of track, with special reference to alignment, gauge, cross levels, super elevation, points of mount & drop and any sign of sabotage etc.
 - b) Condition of Rolling stock with reference to Brake Power and braking gear.
 - c) All marks on sleepers, rails, locomotives and vehicles etc. especially for preservation of clues.
 - d) Position of derailed vehicles.
 - e) Prima facie cause of accident.
 - e. Seize and seal the Train Signal Register, Log book, Private Number Book, Line Admission Book, Speed Recorder Chart and other relevant records.
 - f. Note down the position of panel switches, indication, block instrument, condition of relay room, status of data logger, etc.
 - g. Condition of switches, ground connections, point locking, occupancy of track circuit, details of damage to out door signal/point gears should be noted down.
 - h. Seize and seal the Speed Recording Graph and all other registers and repair logbook of the locomotive.
 - i. Record details of Brake Power and other aspects of Rolling stock as per proforma.
 - j. Joint measurements of rolling stock should be taken. Note down observations, measurements of loco etc. at site. If it is not possible arrange for taking the reading at shed.
 - k. These can also be recorded on a video or digital camera subject to the availability.
 - l. Details of all readings taken and position of all equipments noted should be jointly signed by supervisors of all 5 departments (Engg, TRD, Traffic, Signal and Mechanical) at accident site.
 - m. Obtain statement of staff involved in the accident.
- (iv) SE/C&W shall prepare a sketch showing position of rolling stock.

- (v) SE/P.Way shall prepare a final sketch indicating the position of track, with respect to alignment, point of mount, point of drop, OHE mast, point number etc.
- (vi) Survey the situation, assess assistance required and issue message to Divisional Control Office.
- (vii) Take charge of the situation pertaining to your own department and remain till Divisional Officers arrive at the site.

19.3 Help to seek from local people:-

(1) Organizing assistance from local people available in nearby villages:-

- i. Villagers should be asked to make an announcement from their loud speaker (generally available in the local temple, mosque, church etc.) informing others regarding the accidents.
- ii. Everybody should be asked to rush to the accident site with following:
- iii. Tractor trolleys (both for transportation as also for general lighting).
- iv. As many cutting implements, hammers, chistles, ropes, ladders etc. as are available.
- v. If doctors or Para-medical staff is available in the village they should also be sent to the accident site.
- vi. The messenger should stay back and try and organize opening of a big building (preferably a school) for sheltering of injured passengers and/or preservation of dead bodies.

(2) In villages/towns:

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

(3) At accident site:-

- a) Any road vehicles which arrive should be lined up in a row facing the track with their headlights switched ON for illuminating the accident site.

- b) Road vehicle should be so spaced out that they illuminate the entire length of the accident site. Such spacing would also depend on number of tractors that have arrived.
- c) Rescue and relief work should now be mounted under the available light.
- d) Villagers arriving for rescue and relief work should be formed into separate groups for handling individual coaches.
- e) Group leaders of IAT who were earlier conducting rescue and relief work should co-ordinate with the local people and guide them.
- f) Grievously injured passengers extricated from coaches should be sent to the nearest hospitals by available road vehicles.
- g) Passengers who have suffered trivial injuries and uninjured passengers should stay back at accident site and wait for arrival of Railways DM team who would take charge of them.
- h) As a thumb rule, any injury requiring hospitalisation of more than 48 hrs. is grievous, hospitalisation of less than 48 hrs. is simple, and any injury not requiring hospitalisation at all is trivial.
- i) The following priority should be adhered to while sending such grievously injured passengers: Unconscious,
- j) Bleeding excessively,
- k) Having breathing problems,
- l) Grievously injured,
- m) In a state of shock,
- n) Having fractures,
- o) Simple injury,
- p) Dead bodies, if extricated should be kept alongside the coach but away from the track for proper tagging etc. before being despatched for preservation.
- q) Bodies should be kept in separate lots, coach wise, so that they do not get mixed up.
- r) Tagging of dead bodies should indicate the coach number and also the cabin number, if possible, (For example SR 98127, cabin number containing berths 9-16).

Chapter-20

DISASTER RESPONSE: RESCUE TEAM

Nominated Officer/Official from various departments arriving at site form part of Disaster Rescue Team. The officer/official representing each department is responsible to ensure that the assigned duties of the department concerned are efficiently carried out synchronizing with other department functions for quick rescue / relief operation.

20.0 MEMBERS OF THE DISASTER RESCUE TEAM:

Disaster Rescue Team normally comprises members of following departments: -

- a) Trained Railway men from Mechanical, Medical, Engineering, RPF and other departments.
- b) In case of fire accidents - trained fire services personnel shall form part of this unit.
- c) In case of an accident on water body - Divers, Naval cadets.
- d) In case of a sabotage/bomb explosion - Bomb Squads and GRP/Local Police. Rescue unit shall accompany the Relief Train or move by road as quickly as possible.

On arrival of ARME /ART at accident site the senior most officer/official shall act as Site Manager and he is responsible to form CORE GROUPS required and direct them to carryout efficient Rescue

20.1 SITE IN CHARGE:

- a) Collect information from Officer in charge of Instant Action Team.
- b) Ensure setting up of MSO, PAC and SOs at the earliest.
- c) Estimate quantum of assistance required for each department from:
 - i. Within the division,
 - ii. Adjoining divisions,

-Non-railway and Relief operations.

- d) Take stock of the situation and plan for efficient rescue operation as Site Manager.

Forecast for completion of eac

- iii. agencies,
- e) Activity mentioned below should also be firmed up. These target dates and

times should be communicated to all officers and supervisors at accident site:

- i. Re-railment.
- ii. Track fitness.
- iii. OHE fitness.
- iv. Points and inter-locking.
- v. Clearance of section.
- f) Ensure immediate Medical Aid to critically injured passengers.
- g) Keep record of injured persons and the hospital to which they have been admitted with contact details. The information may also be relayed to Divisional Control Office for dissemination through media.
- h) Identify and rescue the entrapped.
- i) Ensure co-ordination among all departments for efficient rescue/relief operation.
- j) Channelise the local resources to supplement Railway Relief/Rescue operation.
- k) Ensure supply of food to all affected passengers.
- l) Ensure transport facility for shifting the injured.
- m) Arrange on the spot Ex-gratia payment to the eligible.
- n) Ensure timely information to Divisional Railway Manager on the progress of rescue/relief/restoration work with following details
 - i. Number of injured/nature of injuries to passengers.
 - ii. Supplemental assistance if required
 - iii. Prima facie cause of accident
 - iv. Probable time of restoration
- o) Ensure the preservation of Clues/Evidences as per the proforma.
- p) In case of sabotage direct RPF for quick clearance from State Police.
- q) In case of serious explosions or fire clearance from Controller of Explosives to be obtained.
- r) Get the written evidence of as many witnesses as possible from nonrailway men and get their names and addresses.
- s) Ensure the preparation of a list of dead and injured and convey information to kith and kin at once by free telegram/STD calls.
- t) Ensure information to Supdt. of Police and District Collector.
- u) Movement of first train

20.2 FORMATION OF TWO TEAMS AT ACCIDENT SITE FOR ROUND THE CLOCKWORKING:

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

20.3 THE RELIEF TEAM SHALL SWING INTO THE FOLLOWING ACTION.

- i. Rescue operation
- ii. Relief operation
- iii. Installation of Communication Network
- iv. Crowd Control and Law and Order
- v. Clearance from State Police for restoration
- vi. Preservation of clues and evidence
- vii. Media Management at site
- viii. Salvage operation
- ix. Video coverage of accident site.
- x. Restoration Operation.

20.4 PHOTOGRAPHY

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

2 Such photographs should clearly indicate:

- Severity of the accident.
- Illustrate the damage to P.Way, Rolling stock, Signal, OHE and other structures and equipment.

- ii) Separate set of photographs to be taken to preserve clues and evidence of sabotage is suspected. (**GM's instructions** No.GM/M/2003/03/576 dt.27.03.03)
- i) Victims and unidentified bodies should also be extensively photographed

INSTRUCTIONS ON VIDEO COVERAGE AT ACCIDENT SITE

(Ref: Ministry's letter No.93/Safety 1/6/1 dated 01.8.93)

In the event of any serious accident taking place at the site, video coverage may be done subject to the availability of the facility. For this purpose, wherever necessary, video cameras may be taken on line.

20.5 Activity Unit III

For efficient Disaster Management, the responsibilities of various departments are to be executed by deputing responsible officers or supervisors. The important duties of such officers/supervisors are enlisted under Activity Unit III.

LIST OF DUTIES OF DISASTER RESCUE TEAM

- i. Duties of Medical department.
- ii. Duties of Mechanical Dept.
- iii. Duties of Engineering Dept.
- iv. Duties of Signal & Telecommunication Dept.
- v. Duties of Commercial Dept.
- vi. Duties of OHE Dept. / Electrical Dept.
- vii. Duties of Security Dept.
- viii. Duties of GRP.
- ix. Duties of Public Relations Officer
- x. Duties of Personnel Dept.
- xi. Duties of Accounts Dept.

20.5.0 DUTIES OF MEDICAL DEPARTMENT OFFICIAL/OFFICER

- i. On getting emergency call note down time of receiving message.
- ii. On receipt of information regarding the accident where casualties are expected, the doctor on emergency duty in the hospital would inform all other doctors and Para medical staff concerned.
- iii. Alert blood donors, SJAB.
- iv. Move Emergency boxes from ARME-Scale II/Health Unit/Hospital to site.
- v. Prepare MRV and report its readiness to traffic official.

- vi. Reach the site by road if it is quicker.
- vii. Check all the equipment in MRV.
- viii. Get the operation theatre ready.
- ix. Arrange to inform CMS about the movement of MRV.
- x. Keep MRV ready to treat the injured without delay.
- xi. Two teams of Doctors and Para medical staff would be formed. Team 'A' and Team 'B'.
- xii. Team 'A' headed by CMS/MS in charge will rush to the accident site immediately by ARME along with sufficient doctors and paramedics.
- xiii. Team 'B' headed by the senior most doctor amongst them will stay back at the divisional hospital; and perform duties as given below Team 'B' headed by the senior most doctor amongst them will stay back at the divisional hospital; and perform duties as given below:
- xiv. In case the accident site is far away from divisional HQrs. then injured passengers are unlikely to be brought back to the divisional hospital for treatment.
- xv. In that case, only bare minimum number of doctors should be left behind for manning Team 'B' and most of the available doctors should be rushed to accident site as part of Team 'A'.

DUTIES OF TEAM 'A':

(1) GENERAL:

- i. Ensure collecting blood and urine samples of train crew in case the same is necessary.
- ii. Organize as many road ambulances as possible at the accident site.
- iii. Hospitals near the accident site should be contacted on phone for sending road ambulances along with team of doctors.
- iv. Set up Medical Counter in MSO and PAC for passenger assistance.
- v. Set up First Aid Posts in SOs.

(2) MAIN FUNCTIONS:

- i. Taking out injured passengers from accident involved coaches.
- i. Attending to injured passengers and giving them First Aid.
- ii. Preparing list of injured passengers.
- iii. Classification of their injuries.
- iv. Transporting them to hospitals and getting them admitted.
- v. Taking an initial round of hospitals and assessment of situation.

- vi. Post admittance hospital care of the injured.
- vii. Dealing with dead bodies.
- viii. Preservation of dead bodies.

(3) SITE MANAGEMENT:

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

(Para 11 below)

- x. In case sufficient doctors are available then more groups should be formed for rescue operations.

(4) TAKING AN INITIAL ROUND OF HOSPITALS:

- i. Separate doctors will be deputed to visit each hospital where injured passengers have already been shifted.
- ii. One Commercial Officer will also accompany doctors and make a general assessment.
- iii. At the hospital, they should collect information about dead/injured persons, their name age, sex, address, telephone number, name and telephone number of relatives /friends, nature of the injury etc.

- iv. This information should be immediately communicated to CMS/MS at accident site.
- vi. Prepare a list of person's dead/injured already in hospitals in three copies by using carbon paper.
- vii. The list thus prepared is to be signed by Railway Doctor on duty in the hospital. One copy is to be handed over to the Commercial Department.
- viii. 2nd copy to be kept with the doctor in charge as office copy and the 3rd copy to be given to paramedical staff to get multiple photocopies for further distribution.
- ix. One copy should also be sent to PAC for being fed into the PC provided in the PAC.
- x. The initial list prepared should be updated at regular intervals, as and when any change occurs.

(5) TAKING OUT INJURED PASSENGERS:

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

(6) ATTENDING TO INJURED PASSENGERS:

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

(7) PREPARING LIST OF INJURED PASSENGERS:

- i. Collect list of injured passengers prepared by TS/TTEs/Train Conductors and assess the situation.
- ii. Separate lists to be prepared coach wise,
- iii. The list should contain following details:-
 - a) If found Conscious: Name, sex, age, identification marks, address, and ticket number, originating and destination station.
 - b) If found Unconscious: Approximate age, sex, identification marks, ticket number and other particulars if relatives and friends are available.
- iv. Once the preliminary list of injured passengers has been prepared, the list should be signed by the CMS/MS In charge and a copy handed over to Commercial department.
- v. The list of injured passengers will thereafter be updated periodically, as rescue and relief work continues.

(8) CLASSIFICATION OF INJURIES:

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

requiring hospitalisation at all is trivial.

- vi. Classify injured passengers into separate categories as grievous or simple.
- vii. Inform Commercial department for arranging ex-gratia payment.

(9) TRANSPORTING INJURED PASSENGERS TO HOSPITALS:

- i. One team will be asked to arrange transport of injured passengers to nearby hospitals
- ii. Ensure expeditious transportation of injured either to ARMEs or to nearby hospitals. (Annexure 11)
- iii. Critically injured passengers should be transported by means of road ambulances and other means of ordinary road vehicles.
- iv. Commercial staff should also be associated with transfer of injured passengers to hospitals.
- v. Before doctors and supervisors leave the accident site for hospital duty, they should note down the DOT and Mobile Telephone No. of the accident site, CMS, MS and other doctors at the site for quick communication.
- vi. Doctors going to different hospitals should have separate vehicles.
- vii. In case sufficient numbers of railway vehicles are not available, they should hire taxis for their movement by withdrawing cash from station earnings.

(10) POST ADMITTANCE HOSPITAL CARE:

- i. One Railway Doctor, one Commercial Supervisor and one Welfare Inspector should be deputed round the clock at each hospital.
- ii. Normally one doctor should look after one hospital, along with a Commercial Supervisor and Welfare Inspector.
- iii. If large no. of hospitals are involved 2/3 hospitals may be given to one doctor. In that case, the doctor, in consultation with CMS/MS should station himself at the hospital where maximum no. of patients are admitted.
- iv. Make an assessment about capabilities of the hospital to handle the suffered. Decide whether the patient needs to be shifted to other hospital with better facilities and arrange to shift the patient.
- v. In case any injured passenger succumbs to his injuries in the hospital, then the doctor in charge of that hospital should update this fact to the medical counter at PAC.

(11) DEALING WITH DEAD BODIES:

- i. Problem faced by rescue teams is regarding dealing of dead bodies.
- ii. In case of a major disaster, the usual complement of medical staff in any ARME is grossly inadequate for undertaking work of this magnitude.

- iii. Adequate number of Safaiwalas and other health workers who have come to the accident site should be mobilized for this purpose.
- iv. Often rescue and relief operations continue for more than 48 hours.
- v. Dismembered bodies begin emitting foul odour after two days. Carrying out this task under such circumstances becomes a real problem.
- vi. Target should be to extricate all dead bodies within 24 hrs.
- vii. Dead bodies should be dealt with coach wise; otherwise bodies taken out from different coaches get mixed up.
- viii. Bodies taken out from coaches should be stacked at quite some distance from the track in front of respective coaches, in separate lots, coach wise. While this may slow down the work initially, in the long run it is more systematic since bodies don't get mixed up.
- ix. Shift dead bodies from coaches to a nominated place at the accident site with the help of paramedical staff, SJAB, Scouts, Civil Defence personnel, other railway staff and non-railway volunteers available at site.
- x. Put dead bodies in body bags.
- xi. Put label written by Marker pen on each dead body in the pocket provided in body bag.
 - i. Date _____
 - ii. Dead body Serial No. _____
 - iii. Name _____
 - iv. Age _____ Sex _____
 - v. Coach No. _____
- xii. In case of unidentified dead bodies, against the item 'name' it should be written as unidentified-1/unidentified-2 etc. Approximate age should be estimated from the appearance, such as between 35-45 years.
- xiii. 5 Photographs preferably by digital camera should be taken of each dead body. Two should be close up of face from in front and sideways, third should be of full length of the body.
- xiv. If possible each body should also be video photographed.
- xv. After photographs have been taken, each body should be placed inside a plastic bag with zip having proper labeling system where same information is also to be provided.
- xvi. After this, bodies will be handed over to GRP or Local Police for safe custody.
- xvii. Take necessary steps to handle unhygienic condition that may arise due to decomposed/mutilated bodies.

(12) PRESERVATION OF DEAD BODIES:

- i. Numbering and photography of bodies should be done even when relatives are on hand to claim the body.
- ii. Arrangements have to be made for a more permanent location for them till such time as the next of kin arrive to claim these bodies.
- iii. In all such accidents passengers are invariably separated from their belongings. As such in many cases there are no tickets or other identification papers on their persons.
- iv. This problem is further compounded in unreserved coaches where no reservation charts are available.
- v. Identification problems come up in case of mutilated bodies also. In such cases, photographs are better means of identification.
- vi. Arrange for hiring of a couple of big halls, for keeping bodies.
- vii. Rooms should preferably be at a single location so that relatives do not have to go around from mortuary to mortuary.
- viii. A large building having number of rooms would be ideal for storing them. Best option would be to take over a school building temporarily.
- ix. Arrange to move dead bodies to nominate buildings being used as temporary mortuaries. Bodies likely to be hold for more days should be embalmed.
- x. Bodies should be neatly lined up with their numbers prominently displayed, and kept in different rooms, coach-wise.
- xi. Notice Board outside the building should display the room numbers where bodies extracted from a particular coach have been kept.
- xii. These details should also be pasted on a notice board outside each room.
- xiii. This will prevent unnecessary handling of bodies, which in any case would be in an advanced state of decomposition.
- xiv. For dead bodies whose relatives are not readily available and delay is expected, arrange for their preservation by dry ice etc.
- xv. Procure following items from local market for dealing with dead bodies:
 - i. Shrouds,
 - ii. Polythene bags,
 - iii. Coffins,
 - iv. Dry ice.
- xvi. Four Commercial Supervisors should be put on round the clock duty in the building housing the temporary mortuary for guiding relatives as and when they come

Duties of Team 'B'.

- i. Team 'B' will establish an Emergency Cell in the Casualty Unit of Railway Hospital.
- ii. Contact adjoining divisions and organise movement of ARME to accident site,
- iii. Contact local hospitals (Railway/Govt./Private) near the accident site and ask them to rush their road ambulances along with necessary medical team to the accident site immediately.
- iv. Contact local hospitals (Railway/Govt./Private) near the accident site to keep them in readiness to receive and provide medical treatment to injured passengers.
- v. Arrange to send the following in the subsequent Special trains carrying backup logistic support to the accident site, from each end:
 - a) As many more medical teams as possible,
 - b) Adequate number of Safaiwalas, other health workers,
 - c) Members of SJAB, Scouts and Civil Defence personnel.
- vi. Co-ordinate with MS/CMS of adjoining Divisions and ask them to send their medical teams to the accident site.
- vii. These medical teams should be sent to the accident site by train/road or combination of train-cum-road, as feasible. In case suitable Railway vehicles are not available, taxis should be hired for this purpose.
- viii. Adequate number of following items should be arranged and sent to accident site for the purpose of handling dead bodies:
 - ix. Body bags.
 - x. Polythene covers for dead bodies.
 - xi. Coffins.
 - xii. Dry ice.
- xiii. One doctor will be available in Divisional Emergency Cell for maintaining liaison with MSO and the medical team at the accident site. Requirement of medicines required either at the accident site or in various hospitals where patients have been admitted should be noted, procured and sent as required.
- xiv. Prepare Railway Hospital to receive and provide treatment to injured passengers, as and when they are brought back from accident site.
- xv. Arrange to send anti snake venom 4 vials and other items in cold chain carrier.

20.6 DUTIES OF MECHANICAL OFFICIAL/OFFICER

On getting emergency call;

- i. Collect details about the accident and assess the requirement.
- ii. All nominated Break Down special staff shall report to the in charge.
- iii. Ensure marshaling of BD Special according to site requirement.
- iv. Inform the traffic official about BD special readiness.
- v. Ensure the requirement of Crane/Re-railing equipment and marshal accordingly.

On reaching the site;

- i. For discharging the dual responsibility of extricating injured passengers and dead bodies from coaches and toppling those coaches whose search has been completed,
- ii. Separate groups will be formed at each end for purposes of 'search and rescue' and 'off tracking of coaches'.
- iii. Once ARMEs, ARTs and BD specials have arrived at the accident site, normally no more mechanical equipment will be required from anywhere else. The main work will then consist of using of these resources effectively and efficiently.
- iv. Different teams and groups will be formed for discharging the dual responsibilities of the Mechanical department. Each team should consist of 4-6 members and each group should consist of 3-5 teams, depending upon requirement.
- v. One Sr. Supervisor should be in-charge of each team conducting 'search and rescue' at the site. All such 'search and rescue' groups at each end of the accident site would function under directions of an ADME
- vi. Similarly, one Sr. Supervisor should be in-charge of each team working on 'off tracking of coaches' at the site. All such 'off tracking of coaches' groups at each end of the accident site, would function under directions of another ADME. The second ADME concerned would also be in-charge of the crane at that end.
- vii. Take precautions in electrified section that power supply is switched off before commencing rescue/relief work.
- viii. Use necessary safety equipment like hand gloves, helmet etc.

- ix. If spillage of inflammable substances is suspected, then only cold cutting equipment should be used.
- x. In case of suspected sabotage, ensure minimum interference to clues. Save lives and extricate passengers after video and digital photographs have been taken.
- xi. Be cautious in using rescue tools like gas cutters, cold cutters, spreaders, hydraulic jacks etc. so that passengers trapped inside or buried under the debris do not get hurt.
- xii. Ensure marshalling of ART according to site requirement before it is sent into the accident involved block section.
- xiii. For efficient extrication of entrapped passengers take assistance of Medical/ Engineering departments.
- xiv. Each team will join up with Medical teams who would also be involved in extracting dead and injured from coaches.
- xv. Maximum number of coaches should be tackled simultaneously, except those that have climbed on top or have telescoped into one another.
- xvi. Road cranes of sufficient capacity should be arranged so that these cranes can start working from the centre while the 140 T cranes can continue working.
- xvii. Trucks should be arranged for carrying BD equipment near to accident involved coaches, so that number of coaches can be simultaneously approached and more work centres can be opened up.
- xviii. Examine unaffected or re-railed rolling stock and certify their fitness for further movement.

20.7 DUTIES OF ENGINEERING OFFICIAL/OFFICER

ON GETTING EMERGENCY CALL:

- i. Collect details of accident and assess the requirement.
- ii. ADEN/SSE (P.Way/Works) shall collect men, rescue tools and proceed to site by first available means.
- iii. Keep ready necessary men and material by BD Special.

ON REACHING THE SITE:

- i. Assist Medical/Mechanical Department in rescue work.
- ii. Arrange to provide a temporary shelter at site a tent for Medical Clinic, Catering, Stores and for Site Manager with basic facilities.
- iii. Ensure availability of water supply.

- iv. Ensure preservation of clues as per procedure.
- v. Provide necessary dummy track for Restoration work/Crane working.
- vi. Plan for quick restoration of traffic.
- vii. If necessary move Gang staff from adjacent unit.
- viii. If necessary, under the direction of DRM contact Army/Navy/Air Base and collect the required personnel like Divers for rescue operation.
- ix. If necessary, hire Private Crane, Bulldozers, Earth movers, etc.
- x. A responsible Engineering Officer shall be available in Control Office for monitoring and arranging reinforcement of men and material.
- xi. Plan for coordinated working and movement of track machine for quick restoration with TRD official and transportation official.
- xii. Assess the cost of damage to the Engineering Department.

20.8 DUTIES OF SIGNAL & TELECOMMUNICATION OFFICIAL / OFFICER ON GETTING EMERGENCY CALL:

- Collect details of accident and assess the requirement.
- Arrange to move INMARSAT Phone by available means including road transport to the site.
- Adequate number of mobile phones available with the Divisional staff should also be rushed to site for emergency use.
- Send required number of telecom staff by Accident Relief Train for installation and operation of telecom equipment.

ON REACHING SITE:

- Duties of S&T department consist of providing sufficient and reliable means of communication at the accident site and other work centres as indicated in item 3.

1 Types of communication facilities:-

For this purpose following types of communication facilities as specified in item 3 should be provided:

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

2 Locations:-

These facilities should be provided at following locations:

A Main Site Office (MSO).

- (i) Passenger Assistant Center (PAC).
- (ii) Site Offices (SOs).
- (iii) Hospitals.
- (iv) Mortuary.

Any other location as decided

3. Public Address System:-

- (i) Provide adequate number of PA system, Handsets.
- (ii) PA system should be provided in MSO, PAC and SOs. These are to be used for communicating with passengers and for giving directions to railway staff.
- (iii) For this purpose, additional PA systems may become necessary depending upon the requirements at accident site.
- (iv) Mega mikes available in ART will also be utilised.
- (v) Volume of PA system in MSO, PAC and SOs should be so adjusted that announcements made over one of them reaches only those areas which are under its jurisdiction. It should not interfere with announcements being made by other PA system.

General:-

- (i) Ensure availability of adequate copies of telephone directory containing important telephone numbers.
- (ii) Adequate number of Mobile Battery Chargers should be provided in MSO, PAC and SOs along with number of spare batteries.

20.9 DUTIES OF COMMERCIAL OFFICIAL / OFFICER ON GETTING THE EMERGENCY CALL:

- i. Collect details of accident and assess requirement.
- ii. Arrange the following :-
 - a. Drinking water/Beverages/Food packets.
 - b. Sufficient Labour for transshipment
 - c. Sufficient coolie porters
 - d. Ticket Collectors
 - e. State Transport corporation / Private buses
- iii. The Commercial Inspector shall withdraw sufficient amount of money from Station collection under the authorization of Sr.DCM.

ON REACHING THE SITE:

- i. Issue of complimentary passes with the assistance of Personnel Inspector.
- ii. Arrange ex-gratia payment on the spot to the injured and next of kin of dead.
- iii. Assist Medical department.
- iv. Protect the luggage/belongings of injured/dead with the assistance of RPF.
- v. Protect luggage, parcels and goods.

Arrange transport to clear the stranded passengers, record the details of passengers despatched and relay the particulars to Control

FOR INFORMATION TO GENERAL PUBLIC:-

- i. Open information counters for giving information to public regarding the names of injured, dead, etc.
- ii. List of dead and injured to be displayed at a prominent place at station/important stations.
- iii. Make announcement through PA system on diversion of trains, regulations, and probable time of arrival of relief train.
- iv. Arrange refund of fare through special counters.
- v. A responsible Commercial Officer in Control Office shall co-ordinate with site and arranges supplemental assistance.
- vi. Take care of the Media personnel.

20.10 DUTIES OF ELECTRICAL OFFICIAL / OFFICER

- i. For discharging the dual responsibility of providing illumination at site and managing the OHE, 2 separate units will be formed at each end of the accident site consisting of 'General Branch' officers & staff and TRD officers & staff.
 - ii. Once ARMEs, ARTs and BD specials have arrived at the accident site from both ends, normally no more electrical equipment will be required from anywhere else. The main work will then consist of using of these resources effectively and efficiently.
 - iii. Different teams and groups will be formed for discharging various duties of the Electrical Department. Each team should consist of 4-6 members and each group should consist of 3-5 teams, depending upon requirement.
- (1) Site illumination:
- One Sr. Supervisor should be in-charge of each group working at the site. All 'General Branch' teams at each end' of the accident site, would function under directions of an ADEE (M).
- (i) Senior most Electrical Officer at site would make a quick assessment of the electrical requirement of the site.

- (ii) Thereafter, he would assess the quantity of electrical fittings and generating sets available in ARMEs and ARTs.
- (iii) In order to set up adequate illumination facilities, all generating sets and lighting fixtures available in ARMEs and ARTs would be used.
- (iv) First priority for lighting would be the accident site along the track where rescue, relief and restoration work is going on.
- (v) Additional requirements of generators and lighting fixtures, if any, should be called for immediately from other railway sources within the division, well in time.
- (vi) In case divisional sources are inadequate, then sources from other divisions should be tapped.
- (vii) Officer at site should hire additional generating sets, lighting fixtures etc. as required from non-railway sources available nearby.
- (viii) Once generators and lighting fixtures have been setup, efforts should be made to tap direct power supply from some nearby sources, if available.
- (ix) In case power supply is not available nearby and illumination has to continue on generator supply, then sufficient quantity of petrol and diesel should be procured and kept in stock.

(2) OHE at site:

One Sr. Supervisor should be in-charge of each group working at the site. All TRD teams at each end of the accident site would function under directions of an ADEE/TRD.

- (i) In case OHE is to be brought down, then the same should be done immediately so that working of crane does not get held up on account of OHE.
- (ii) In case slewing of OHE suffices for some sections, then the same should be done quickly so that working of crane does not get held up on account of OHE.
- (iii) Sr. DEE/TRD shall arrange movement of 6 Tower Wagons along with men and material from adjacent depots from both sides of accident site.
- (iv) In case more tower wagons are required these should also be requisitioned from other depots along with men and material.
- (v) An assessment should also be made of the extent of damage to OHE masts, and other equipment.
- (vi) Additional requirement of materials, if any should be called for immediately from other railway sources within the division.

- (vii) In case divisional sources are inadequate, then sources from other divisions should be tapped.
- (viii) In case other divisional sources are also inadequate, then sources from other zones should be tapped.
- (ix) Availability of OHE masts is a long lead item. Requirement of masts should be quickly worked out so that these can be moved immediately.
- (x) Ensure temporary masts are erected without delay.
- (xi) In case damage to OHE is extensive and a wiring train is considered to be more efficient, then the same should be arranged from other zone after discussion with TRD organisation.
- (xii) Ensure that the section is earthed before staff starts working near OHE.
- (xiii) OHE should not be charged until all staff, tower wagons, cranes etc. have cleared the block section.

20.11 DUTIES OF SECURITY OFFICIAL / OFFICER

STANDING ORDER NO. 34.

RPF would normally be the first uniformed Force to arrive at the scene of accident, and, therefore, they have to play a very important role.

1. First response: First information about any calamity involving trains or Railway premises, will normally be received by the nearest RPF Post/Outpost. The person receiving such information should muster the maximum available manpower within the shortest possible time and dispatch them to the scene of accident by the quickest means. After dispatching the immediately available force, the Post/Outpost in-charge should requisition additional manpower. He should also simultaneously pass on the information to the senior supervisory officers and the Control Rooms.
- 2.Reinforcement: Effort will be made to get the reinforcement from the neighboring Posts/Outposts, Reserve Line, Divisional Head-quarters or Zonal Headquarters. In case any RPSF battalion or Company is located in the vicinity, men can be requisitioned from there for dealing with such emergent situation till additional force is available from other sources.
3. Equipment: While sending reinforcement, it should be ensured that the necessary equipment required for rescue, recovery and protection of the scene of incident are provided. Such

equipment should include:

- i) Torches and other lighting arrangements, if it is night time.
- ii) Nylon ropes and poles for segregating the affected area from unwanted

visitors and spectators.

- iii) Loud-hailer for making announcements.
- iv) Stretchers and first aid equipment.
- v) Wireless sets for inter-communication.
- vi) Cameras for photographing the scene (Both on negative and slide films).
- vii) Video recording of rescue and salvage operations and connected administrative arrangements.

4. Action at the scene of incident: The senior most RPF Officer available at the scene of incident will assume control and immediately start the following action:

- a) Segregate the area of incident by establishing temporary barriers by use of nylon ropes or any other make shift device available at the scene. It should be ensured that the on-lookers and spectators do not enter the affected area to disturb the scene or hamper the rescue operations.
- b) Baggage of passengers should be isolated and protected and consigned goods should be taken care of till they are handed over to claimants or taken over by Rly. Authorities.
- c) RPF personnel should respond to any call for assistance to rescue victims and transport them to the nearest hospital. A record of casualties sent to hospitals should be maintained.

Note: RPF officers will maintain close liaison and harmony with the officers of various departments of the Rlys., the GRP, Local Police and Officers of Civil Admin. while attending to (a), (b) and (c) above.

- d) Hourly Sitreps will be sent by the officer at the scene of incident to the Divl./Zonal Control Room giving the latest situation.
- e) A temporary RPF ASSISTANCE POST (shed or tent) with proper Board should be established at a conspicuous location so that people needing help approach the RPF. If the operation continues for a longer period, effort should be made to install a temporary telephone connection through the Railway Telecom Department so that the information is passed on quickly. A Log Book should be opened and minute-to-minute progress of action by RPF on the lines indicated above, recorded.

- f) The senior most office available at the scene of incident will also ensure proper documentation about the number of persons injured or dead, giving their identity and addresses, if available. In case any queries are made by the friends or relatives of the injured/deceased they should be properly guided. After the rescue/restoration operation is complete, cassettes and photographs of the scene of incident will be retained by the CSC in his office and will be properly catalogued and preserved for future reference.

20.12 DUTIES OF PRO

- i. On getting the information proceed to the Emergency Control Room
- ii. Collect the details on real time basis from the Emergency Control.
- iii. Only the reliable details as confirmed by the Site Manager are to be given to the Print/Visual Media.

20.13 DUTIES OF PERSONNEL OFFICERS

- i. DPO shall direct an Officer/inspector to site
- ii. Such official shall be available round the clock in shift to look after the welfare of the injured persons in hospitals
- iii. Issue passes to the relatives escorting the injured and taking them back home
- iv. Assist Doctors in collecting details of injured/dead and shifting them to hospitals.
- v. Issue complimentary return journey passes to relatives for escorting injured and taking them back home.
- vi. Man personnel branch counters in PAC and discharge duties listed out for those counters.
- vii. Convey such information to Sr.DCM .

(1) Staff matters:

- i. First problem is of identifying railway personnel.
- ii. They should be supplied with orange coloured armbands to be kept in ARMES/ARTs.
- iii. Adequate number of armbands, gloves and facemasks should also be provided in the ARMES/ARTs.
- iv. Second problem is of communicating with railway personnel in the crowd.
- v. Microphones/loud speakers provided in ARMES/ARTs should be used both for crowd control as also for giving instructions to railway personnel working at accident site.
- vi. Once initial rescue operations have got underway, arrangements have to be made for water and food for railway staff working at site

20.14 DUTIES OF FINANCE OFFICIAL / OFFICER

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

20.15 DUTIES OF DIVISIONAL SAFETY OFFICIAL / OFFICER

- i. Proceed to the site of accident by the first available means.
- ii. Ensure the clues are preserved and video/still photos are taken as needed.
- iii. Ensure that the front and the rear portions are cleared from the site.
- iv. Ensure that joint measurements/ observations are recorded in the prescribed Performa.
- v. Ensure that the evidence of the train staff, station staff and public are recorded on the spot.
- vi. Addresses of the passengers willing to give statements later should also be obtained.
- vii. Ensure proper co-ordination among all departments for efficient Rescue, Relief and Restoration work.

20.16 DUTIES OF DIVISIONAL OPERATIONS MANAGER

Immediately after getting the information,

- i. All section TIs and Supervisory SMs & SMR should be directed to reach the accident site by first available means.
- ii. Similarly additional RG/LR staff from the section should be sent to 3 stations on either side so that SMs can be free for going to accident site.
- iii. Since considerable number of shunting is required to be performed at adjoining stations, 2 traffic supervisors in 2 shifts should be posted at adjoining stations on each side.
- iv. Ensure that Engineering vans of the ART are placed nearest to the accident site. For this purpose, Engineering van/wagon should be placed closest to site of accident by sending it in pushing condition.
- v. Ensure that the medical relief van, Breakdown Specials are ordered, moved and reach the spot without any detention.
- vi. Ensure the marshalling of the crane if needed while proceeding to the accident spot.
- vii. Inform District Collector and other Civil authorities with details.

- viii. Open an Emergency Disaster Co-ordination Unit in the Control Office
- ix. Plan for regulation of Passenger/Express trains, cancellation, diversion, and termination short of destination in consultation with the Headquarters in time.
- x. Ensure efficient movement of relief train, engine, tower wagon etc., between the site and the station for quick restoration in consultation with the Site Manager available at the site.
- xi. Ensure prompt transport of stranded passengers, at the site and clearance of passengers held up at other stations in coordination with the Commercial department.
- xii. Check the information of passengers dead, injured verified with the Railway Doctor and approved by the Site Manager.
- xiii. Details of the dead/ injured, their originating and destination stations, ticket number, Hospitals to which sent for treatment and details of the kith and kin to be obtained from the site and relayed to the emergency control etc.,
- xiv. Ensure proper logging of all the events.

20.17 DUTIES OF DIVISIONAL RAILWAY MANAGER

ON GETTING EMERGENCY CALL:

- i. Collect details of accident and assess the situation.
- ii. If necessary proceed to the site.
- iii. Give clear directions to Officers in connection with rescue and relief work.
- iv. Nominate an officer to man control office.
- v. Depute ADRM as in charge in Control office.
- vi. Order to keep a vehicle ready for immediate use at Control Office.
- vii. Arrange to advise the Home Secretary/ Chief Secretary or other officers of the state in case of sabotage for prompt attendance of the Supdt. of Police.
- viii. Monitor that each department renders prompt assistance.
- ix. Arrange for collection of clues/ evidence.
- x. Appoint a reporter in case of serious accident.
- xi. Ensure taking joint observation / readings by Supervisors

Chapter- 21

SITE MANAGEMENT PLAN

There are two aspects of Disaster Management work at an accident site. Firstly, rescue, relief and restoration operation, which is carried out by one set of functionaries. Second aspect pertains to rehabilitation of accident involved passengers, taking care of dead bodies, dealing with their relatives etc. for which a different set of functionaries are required. For managing these two distinct aspects of DM work two separate establishments should be set up at an accident site.

21.0 Main Site Office:

- (i) Main Site Office (MSO) should be set up at the accident site.
- (ii) This will be some kind of a control office to be located near the centre of the accident site.
- (iii) This is basically meant for catering to operational needs of railway in rescue, relief and restoration work.
- (iv) MSO is to be manned by staff of relevant departments such as:
 - Medical,
 - Commercial,
 - Operating,
 - Safety,
 - Security,
 - Public Relations,
 - Mechanical,
 - Electrical,
 - S&T,
 - Engg.
- (v) MSO will be provided with all facilities similar to a control office.
- (vi) Adequate lighting with generator backup should be provided in the MSO.
- (vii) Adequate number of telephonic links to Divisional Emergency Cell and Headquarters. Emergency Cell should be provided. Preferably each department in the MSO should be given an independent telephone.
- (viii) Satellite telephone should be installed in the MSO.
- (ix) MSO should be provided with FAX, Loudspeakers, P.A. system with conference facility for press briefing to be arranged by S&T Dept. S&T. Dept should also arrange photocopier and PCs. in consultation with Dy.CSTE (Tele)

- (x) PC/Laptop should be connected to Internet (if feasible) for e-mailing of details update to all concerned, including Divisional Emergency Cell, Headquarters' Emergency Cell and Helpline Enquiry Booths.
- (xi) A big banner displaying 'MAIN SITE OFFICE' should be put up at a prominent place at the entry to the shamiana.
- (xii) Similarly there should be sufficient number of signages indicating the way to MSO on approach roads etc.
- (xiii) MSO at the site will be manned by Sr. Supervisors on round the clock basis in 12 Hrs. shift duty.
- (xiv) Officers will not be permanently stationed in MSO. They will move about the entire accident site supervising and monitoring working of their department at different activity centres. However, they will keep coming to the MSO off and on and will keep in touch with their departmental functionaries in MSO.
- (xv) Various functionaries in the MSO will monitor and co-ordinate the working of their departments, and assistance required by them, if any.
- (xvi) Each functionary at the MSO will maintain a logbook. Flow of information both incoming and outgoing would be recorded along with the time and names of officers/staff who were given the message.
- (xvii) MSO will basically supervise the working of 2 SOs and co-ordinate with Divisional and Headquarters' Emergency Cell.
- (xviii) Functionaries of different departments in SOs should provide updated information regarding progress of work to their counterparts in MSO.
- (xix) This updated information should be provided once in every 2 hours as per the following timings: The information to be updated every ½ hour initially and then every 1 hour.

21.1 Site Office:

- i. Depending on the spread of the accident site, Site Offices (SO) on the same pattern as the MSO should be setup.
- ii. If the site is spread out over >300 metres 1SO and > 400 meters 2SOs should be setup.
- iii. Representatives of same departments as in MSO should be present in SOs also. However, they should be either one or at most 2 men per department.
- iv. SOs will serve as co-ordination centres for various teams that are working

- spread out over different geographical locations.
- v. Each SO will oversee the working of DM teams at each end of the accident site.
 - vi. Jurisdiction of each SO will extend to all men and materials belonging to ARMEs, BD special and ART at the accident site.
 - vii. SOs should be provided with loudspeakers for making announcements.
 - viii. SOs should be provided with direct telephone links to MSO.
 - ix. However, SOs should not be provided with telephone links to either Divisional Emergency Cell or Headquarters' Emergency Cell. This will ensure that there is minimum telephonic disturbance from outside to teams, which are actually working at the accident site. It will also ensure that outflow of information from accident site goes out from MSO only.
 - x. Members of different teams of each department working at the accident site inrescue, relief and restoration work should provide updated information regarding progress of work to their respective functionaries at the MSO.
 - xi. This updated information should be provided once in every 2 hours as detailed at 1(xix) above.

21.2 Passenger Assistance Centre

21.2.0 Need for setting up of Passenger Assistance Centre:

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

21.2.1 Formalities required to be completed by relatives of passengers:

- (a) Sequence of formalities that are required to be completed by relatives of injured passengers includes:
 - (i) Locating the name of the passenger on reservation charts, in case passenger was travelling in reserved accommodation.
 - (ii) Going through the list of injured and dead passengers to find out whether the name appears.
 - (iii) In case the name is not available in the list, then taking a round of different hospitals to find out whether their relative has been admitted in one of them in an unconscious state.
 - (iv) Hospitals are generally at separate locations, sometimes even in different towns; and commuting becomes a problem.
 - (v) In case the passenger can be located in one of the hospitals, they have to find out the severity of injuries, likely period of hospitalisation, etc.
 - (vi) Collect the Ex gratia paid by Railways.
 - (vii) Try and locate missing luggage of the injured passengers. For this they have to take a round of the building where all unclaimed luggage have been kept.
 - (viii) Next they have to arrange for a place for them to stay.
 - (ix) Arrange for medicines/diet etc. and payment of hospital bills, if required.
 - (x) Thereafter, they have to keep in touch with the hospital and get their relatives released.
- b) Additional formalities that are required to be completed by next of kin of dead passengers include:
 - (i) In case the passenger could not be located in any of the hospitals, then they have to go to the building where unidentified dead bodies have been kept.
 - (ii) Take a round of various rooms where bodies have been kept, examine each body and try and locate their near and dear one.
 - (iii) Identify the dead body, if the same has been extracted by then otherwise wait for all bodies to be extracted and try and identify their relative.
 - (iv) In case they fail to identify the same then they have to go through photographs of unidentified bodies taken at site.
 - (v) After the body is finally identified, they have to produce proof of relationship for Railways to entertain their claim.
 - (vi) Obtain death certificate from the Railway Doctor.
 - (vii) Obtain post mortem report, from the Govt. Doctor who has performed post mortem on the body.
 - (viii) Obtain official death certificate from the local municipality.

- (ix) Accept of ex gratia payment from Railways.
- (x) Collect forms for lodging claim for compensation in RCTs.
- (xi) Take over custody of dead body from the local police.
- (xii) Perform last rites at the same place or take back the body to their native place, depending on circumstances.
- (xiii) Make arrangements for their return journey back to their native place.

21.2.2 PROBLEMS ENCOUNTERED BY RELATIVES:-

- (i) Each of these formalities are under the jurisdiction of a different agency, either railway or police or civil administration or local administration.
- (ii) In such a situation the level of co-ordination between these various agencies leaves much to be desired.
- (iii) Sometimes it even takes up to 48 hours before these entire documentary formalities can be completed.
- (iv) In most cases relatives have to run from pillar to post for completing all these formalities and the bitter experience leaves them permanently antagonised towards Railways.
- (v) For this purpose a single window clearance system should be available for relatives and next of kin.

21.2.3 PASSENGER ASSISTANCE CENTER: DETAILS

- (i) The MSO should have a Passenger Assistance Centre located towards the rear side, away from the track, for rendering help to passengers and their relatives.
- (ii) This is basically meant for catering requirements of passengers and their relatives/next of kin, and for providing a single window clearance for all types of formalities.

Passenger Assistance Centre should be separate from the MSO so that it does not interfere with normal rescue and relief work.

PAC will be manned by staff of relevant departments such as:

- Operating,
 - Medical,
 - Commercial,
 - Security,
 - Personnel.
- (iii) There should be only one such PAC, and all railway resources should be pooled into it.

- (iv) SOs should not have any small PAC located in the rear. It is likely to create logistic problems.
- (v) A big banner displaying 'PASSENGER ASSISTANCE CENTRE' should be put up at a prominent place at the entry to the shamiana.
- (vi) Similarly there should be sufficient number of signages indicating the way to PAC on approach roads etc.
- (vii) Railway staff fluent in the language of relatives should be posted for doing work of interpreters.
- (viii) Post mortem formalities should be waived off so that one reduces number of formalities.
- (ix) Different counters should be provided in sequence for each of these formalities, so that the entire exercise can be completed in about an hour.
- (x) Functionary concerned from the local Municipality who issues Official Death Certificate should be made to come and sit in the PAC so that these certificates can be issued immediately without any delay.
- (xi) PAC should have different counters for various purposes in following sequence:
 - (a) Reservation Chart for locating the name.
 - (b) List of dead and injured along with name of hospital. The name of passenger involved should be checked up from the list of dead or injured if available, and their current status informed.
 - (c) Counter for providing Commercial Supervisor or Welfare Inspector as escort along with a vehicle, for accompanying the relative and going to hospital or mortuary.
 - (d) Railway doctor for issue of Medical Death Certificate.
 - (e) Govt. Doctor for issue of Post Mortem Certificate, in case the same is necessary.
 - (f) Municipality official for issue of Official Death Certificate.
 - (g) Local police for issue of authority for handing over of dead body.
 - (h) Claims counter payment of ex-gratia and issue of Claims Compensation form.
 - (i) Counter for helping performance of last rites in case relatives decided to cremate the body there itself.
 - (j) Pass counter for issue of return journey pass.
 - (k) Return journey facilitation counter for making arrangements for return journey.

21.3 FIRST AID POSTS:

- (i) Medical Posts should be provided in both MSO and PAC.
- (ii) Medical Post in MSO will provide first aid to injured passengers after extrication, assess their injuries and make arrangements for sending them to nearby hospitals.
- (iii) Medical Post in PAC will keep all records of injured and dead passengers, names of hospitals where they have been admitted etc.
- (iv) First Aid posts should be provided in SOs.
- (v) This will be meant for treating passengers and classifying their injuries before they are sent for admission to various hospitals.

21.4 SETTING UP OF MSO, SO AND PAC:

- (i) One SSE/Works shall be exclusively responsible for setting up of these facilities. He shall undertake the following:
 - Move along with sufficient staff for setting up of these facilities.
 - Immediately start setting up of the tent age accommodation after taking out tents and shamianas provided in ARTs.
 - In addition, he should also request agencies, which provide tent age accommodation on contract.
- (ii) Bridge unit will assist in setting up tentage and above-mentioned facilities. Bridge Unit will take with them sufficient Manila ropes, wire ropes, survey instruments, binoculars, helmets, life jackets, ladders and other equipment. Nylon ropes should be sufficient in length to ensure barricading at sites and camping areas.
- (iii) Sufficient facilities for erecting temporary stage/scaffolding etc. should also be organised, if required at site.
- (iv) Few temporary toilets should be provided at one location in addition to number of urinals at 3 or 4 places.
- (v) Water Tankers will be ordered for supplying water at site and arrangements shall also be made for drinking water. P
- (vi) Temporary kitchen in tents/shamianas is to be set up so that catering unit or IRCTC can provide cooked food to staff working at accident site.
- (vii) About 100 folding chairs should also be arranged.
- (viii) Bridge Line staff will have list of divers who in case of emergency can be hired for rescue or restoration operations wherever site is surrounded by deep water.
- (ix) Signages for both MSO and PAC should be provided at prominent locations.

21.5 COLLECTION AND DISSEMINATION OF INFORMATION CHANNEL OF COMMUNICATION:

The following would be the responsibility and channel both for collection as also dissemination of information. Before each shift goes off duty, details of work done should be updated in the SO. The SO should in turn update the MSO regarding the latest progress. This updated information would be conveyed to Divisional Emergency Cell every 2 hours.

- (a) Number of dead and injured Medical Department:
 - (i) Medical department at site should confirm the number of dead.
 - (ii) Doctors in charge of various teams working on different coaches should give 3 hours report to Medical counter in SO who in turn will inform MSO.
 - (iii) Number of injured passengers.
 - (iv) Type of injuries, whether grievous, minor or trivial.
 - (v) Names of injured, and names of various hospitals where injured have been sent.
- (b) Identification of dead bodies Commercial Department:
 - (i) Ex gratia paid to injured.
 - (ii) Number of dead bodies identified.
 - (iii) Ex gratia paid to dead.
 - (iv) No. of bodies handed over to relatives.
- (c) Number of coaches dealt with Mechanical Department:
 - 1. No. of coaches thoroughly searched.
 - 2. No. of coaches made off track.
 - 3. No. of coaches yet to be dealt with.

Chapter-22

MEDIA MANAGEMENT PLAN

22 .0 OBJECTIVE

22.0.1 To post the public with factual information

22.0.2 To create a positive public opinion

22.0.3 To create a healthy relationship with the media.

1. Any accident which may reflect in the media shall be reported to Public Relations Branch by Control.
2. Depending upon the gravity of the situation, PRO or his representative will immediately position himself in the Control.
3. Either PRO or his representative shall proceed to the accident spot, whenever required, to take charge of PR work at the site.
4. Meanwhile, PR official stationed at the Control office will obtain more details from the site for information of media.
5. The Public Relations officer, on arrival at site of accident shall collect factual information from the officer-in-charge of the accident site and then relay the same to the media men at site and also to PR representative in the Control. Thus, an on line communication channel will be established to keep media informed of all important details.
6. Railway's endeavour shall be to ensure that only factually correct and confirmed information is relayed to the media and no inflated or exaggerated version of the fact reported in the Press.

For this purpose, the following actions shall be taken.

- (i) Unconfirmed news having no proper source shall not be relayed to media.
- (ii) No one except the PR representative stationed at Control office/site shall relay any information to the media.
- (iii) No Railway men shall express or voice any criticism, opinion or views at any point of time about the accident.
- (iv) Only DRM, PRO and officer authorized by the DRM is competent to interact or give interview to media.

This is as per rule No.11 of Railway Servant Conduct Rules, 1966.

- (v) The media may be given the following information.
- a) Nature of the accident - place, exact location, Time, Train No. & Name, Names of the dead and injured passengers.
 - b) Steps taken by Railways to render immediate medical attention, food and travel facilities for the stranded passengers, communication facilities like cell phones, STD phones.
 - c) Names of Hospitals where injured are being treated
 - d) Facilities offered to the kith and kin of the victims - Payment of ex-gratia.
 - e) Setting up of passenger assistance booths, Tele/FaxNo., e-mail address etc.
 - f) Diversion of trains, road bridging, re-routing etc.
 - g) Probable restoration
 - h) Prima-facie cause of the accident will be relayed to press only with the approval of GM. Sabotage, even if suspected, will not be relayed to Press, without the approval of GM.
- vi) Convenience and conveyance of media shall be taken care of by PR personnel with the assistance of Commercial representatives at site. The media persons are to be taken to the hospitals where the injured are being treated.
- (vii) Commercial department must ensure that list of passengers who travelled by the accident involved train along with the list of dead and injured in the accident shall reach the PR official in Control office/site by the fastest possible means.

Chapter -23

DISASTER RESPONSE - CO-ORDINATING CENTRES

23.0 DISASTER CO-ORDINATION CENTRE:-

- This unit exercises control, co-ordinates and arrange supplementary assistance to the accident site.

FOLLOWING ARE THE IMPORTANT ACTIVITY OF THIS UNIT.

- a) Collection of information from site
- b) Conveying information to various emergency counters
- c) Conveying information to Central Control in Headquarters.
- d) Information to State Govt. Officials/Commissioner of Railway Safety.
- e) Ensuring availability of men and material.
- f) Ask for assistance from adjacent division if required.
- g) Coordinate movement of food to accident site, if needed.

23.1 ACCIDENT DETAILS TO BE AVAILABLE:-

- i. Accident details would include, number of dead and injured,
- ii. Break up of type of injuries, such as grievous, simple etc.
- iii. Disposal of injured passengers in various hospitals.
- iv. Names of injured passengers.
- v. Officials in charge of Helpline Enquiry Booths would display the list of injured passengers on the notice board.
- vi. For this purpose Computer printout of e-mail received should be taken out and displayed at number of places at the station.
- vii. Normally, list of injured passengers is available quickly since most injured passengers are conscious and are in a position to give details of their names, addresses etc.
- viii. 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.
- ix. Under such circumstances it is possible to identify dead bodies only when relatives come from their hometown.

- x. This aspect of identification of dead bodies and reasons for delay should be explained to the public.
- xi. Number of dead bodies identified, and their names should be available.
- xii. This information would continue to be updated once every 3 hours and would continue to be accessed for the next 4 to 5 days.

(a) Information regarding running of trains:-

- (i) Departure of unaffected front portion of the accident involved train, and its expected time of arrival at destination.
- (ii) Departure of unaffected rear portion of the accident involved train, its diverted route, and expected time of arrival at destination.
- (iii) Expected date and time of starting of relatives special from originating and destination stations of the accident involved train, its stoppage enroute and its expected time of arrival at intermediate stations.
- (iv) Details of other trains that were scheduled to run on the accident affected section, but have been:-
 - a) Delayed, b) Regulated, c) Diverted, d) Rescheduled, e) Short terminated, f) Cancelled,
- (v) Above information regarding running of trains would be required for initial 24 hrs only. Thereafter, number of enquiries regarding train running would be very few.

(b) Refunds:-

- (i) Booking counters at stations should be augmented for granting of refund to large number of passengers who have been unable to either complete or commence their journey as a result of the accident.
- (ii) Refund of money should be granted for trains:
 - a) Delayed, b) Regulated, c) Diverted, d) Rescheduled, e) Short terminated, f) Cancelled
- (iii) Staff manning Refund counters should be thoroughly familiar with rules for granting of refunds under such circumstances.

Sufficient amount of cash should be available at these refund counters for this purpose.

23.2 SETTING UP EMERGENCY CELLS IN DIVISIONS:-

- i. Divisional Emergency Cell shall be opened immediately after receipt of information of the accident at Divisional Control Office.
- ii. This unit will exercise control, co-ordinate and arrange supplementary assistance to the accident site.

- iii. It shall function in a separate cubicle at Divisional Control Office provided with centralised communication networks, hot line to the site and Headquarters.
- iv. Sr.DOM will be overall in charge of the Divisional Emergency Cell and will function as the Divisional Emergency Officer for the purpose of managing relief and restoration operations from divisional level.
- v. In case Sr.DOM is not available, DOM will be the Divisional Emergency Officer.
- vi. In case both officers are not available, any other officer nominated by DRM will take over charge.
- vii. Requirements of all departments for movement of men and materials to the accident site shall be conveyed to the Divisional Emergency Officer, who shall arrange their movement.
- viii. Timings of 2nd and 3rd special trains to be moved from each end to the accident site, carrying backup logistic support will be conveyed to all concerned.
- ix. A Telecom official nominated by DSTE will also be available in this unit to coordinate the provision of communication facilities.
- x. He will keep a record of the numbers of Railway telephone, BSNL telephone and INMERSAT phones provided at site and telephone provided at information counters. This information shall be passed on to the Divisional Control Office and also to the PRO of the Division.
- xi. He should liaison with the BSNL officials in the area for immediate provision of additional BSNL telephone/hot lines at the accident spot, nearest station and at special enquiry counters duly utilizing the assets under his disposal where required.
- xii. He will also coordinate the HQ Office of S&T Department for seeking assistance.
- xiii. Telephone and FAX numbers of the accident site should be maintained functionary wise for each functionary available in the MSO
- xiv. Similarly telephone and FAX numbers of functionaries available in PAC should also be available with the Divisional Emergency Cell.
- xv. Telephone and FAX numbers of Helpline Enquiry Booths that would have been setup at various stations on the division.
- xvi. Names and phone numbers of hospitals where injured have been admitted/shifted, along with number of patients.
- xvii. Divisional Emergency Cell will collect updated information regarding all

- aspects of the accident and pass on the same either telephonically or by e-mail to:
- a) All Helpline Enquiry Booths within the division.
 - b) Headquarters' Emergency Cell.
- xviii. Divisional Emergency Officer on duty shall chronologically record all information and instructions received or given in a logbook.
- xix. After relief, rescue and restoration work is completed, winding up of Divisional Emergency Cells shall be decided by DRM.

23.3 MANNING OF DIVISIONAL EMERGENCY CELL IN SHIFT DUTY:

- (i) Divisional Emergency Cell shall be manned round the clock by officers.
- (ii) In addition to officers of the Operating Department, there will be officers of Engineering, Mechanical, S&T, Electrical, Commercial, Medical, Security and Personnel departments in the Divisional/Headquarters' Emergency Cell round the clock.
- (iii) Divisional Emergency Cell will be manned by Senior Scale/Junior Scale officers of all departments in 12 hours shift duties round the clock (8 hours to 20 hours day shift and 20 hours to 8 hours night shift).
- (iv) Senior most officer of each department who is available in the Division shall be on duty in the Divisional Emergency Cell during the day shift only. (8 hrs to 20 hrs)
- (v) Senior most officer of each department shall issue a 12 hours roster for his own department for the night shift. (20 hrs to 8 hrs)
- (vi) Round the clock roster of 12 hours shift duty should cover both officers and supervisors
- (viii) Same officers and supervisors should be repeated each day without any change or rotation, for the next 4-5 days. This will maintain continuity and will ensure that experience gained on the first day can be gainfully used on subsequent days.

23.4 RUSHING OF ARMES & ARTS TO ACCIDENT SITE:-

- (i) Movement of ARME and ART should never be clubbed together. ARME should be started first and moved separately for faster movement.
- (ii) ARMEs and ARTs should be despatched from the base station, within the target time stipulated. Departure of ARMEs and ARTs should not be delayed on any account including arrival of doctors or officers. Anybody who is left behind can proceed later on by next special train or even by road.

- (iii) ARMEs must be run out within the target time, even without full complement of doctors, if necessary. This will ensure that other doctors who are available at accident site can utilise facilities of ARME after its arrival at site.
- (iv) ARMEs and ARTs should be moved on top priority taking precedence over all other trains. They should not be stopped anywhere en-route for picking up any one.
- (v) Running lines at least on either side of the accident affected block section should be kept clear of all trains. In case there are any stabled loads, the same should be lifted.
- (vi) Freight trains on run towards accident site should be reversed and returned.
- (vii) Fresh stabling, if any, should be done beyond 5 stations on either side.
- (viii) Even for stabling beyond 5 stations, both up and down loop lines should not be blocked at the same station.
- (ix) For stabling beyond 5 stations, up loop and down loop should be blocked, at alternate stations.

23.5 RUNNING OF SPECIAL TRAINS:-

Following special trains will be required to run in the given order of priority:

- i. ARME.
- ii. ART.
- iii. Unaffected front portion of the accident involved train in case the same can be moved.
- iv. Unaffected rear portion of the accident involved train in case the same can be moved.
- v. In case the front and rear portions cannot be moved, and then they should be left as they are.
- vi. 2 empty coaching rakes, one from either end for clearing unaffected passengers of the accident involved train.
- vii. 2 empty coaching rakes, one from either end for being stabled at convenient locations where watering and charging facilities are available. These stabled rakes will be used for housing the staff working at accident site.

23.6 SEQUENCE OF MOVEMENT OF ARMES AND ARTS INTO THE ACCIDENT AFFECTED BLOCK SECTION:

- i. The sequence of sending and taking out various trains into and out of the accident affected block section should be planned carefully.
- ii. Except for 140T cranes and Engineering specials, all other trains should be sent into the block section with engine leading so that they can reach faster.
- iii. If the unaffected front and rear portions of the accident involved train can be pulled out, then these should be withdrawn before sending in ARMES into the block section.
- iv. After the unaffected front and rear portions have been pulled out, both portions should be augmented by being patched up with extra coaches at the first Jn. station enroute.
- v. In case the front and rear portions cannot be pulled out then they should be left as they are.
- vi. After the ARMES reaches adjacent station it should be sent into the block section,
- vii. BD specials without cranes that have arrived should be pushed into the block section after the ARME so that additional cutters, spreaders, hydraulic jacks etc. can be made use of.
- viii. After all equipments from BD specials have been unloaded at accident site and staff has detrained, both BD specials should be withdrawn. These should then be kept 4 stations beyond.
- ix. Empty coaching rakes that have been sent for clearing uninjured passengers should be sent into the block section thereafter, while the ARMES is still there.
- x. After transshipment of passengers, both empty coaching rakes should be pulled out and run out as passenger special to the original destination of the accident involved train.
- xi. After the work of ARMES is over, all of them should be withdrawn and returned back.
- xii. The front and rear portion of the accident-involved train should now be withdrawn by sending diesel light engines into the block section.
- xiii. ART with 140T crane should be marshaled as per site requirement and sent into the block section with crane leading, one from each end.
- xiv. Tower wagons should be sent in from each end following the ART.

Chapter- 24

DISASTER RESPONSE: OFFICERS AT DIVISION

24.0 GENERAL:

24.1 INTIMATION OF ACCIDENT DIVISIONAL CONTROL OFFICE:

- i. In the Divisional Control Office, information regarding an accident is generally received either by the Section Controller or the TPC/PRC. Section controller gives orders to Dy.SS / SRR / MAQ for sounding the siren for ARMEs and ARTs.
- ii. In most cases, the First Information Report also intimates the approximate number of coaches involved and a rough estimate of the likely number of casualties (such as 'heavy casualties expected').
- iii. Accidents involving a passenger carrying train where the first information says that heavy casualties are expected, should prima-facie be treated as a Disaster.
- iv. The moment information regarding an accident involving a passenger carrying train is received in the Divisional Control Office; the siren in the Divisional office should be sounded for alerting all on-duty functionaries.
- v. After all on-duty functionaries gather around the Section Control board they will be briefly informed about the accident.
- vi. Each functionary will thereafter resume his position and take steps to set in motion activities required of him.
- vii. TPC will switch off OHE in case it has not tripped. OHE will not be restored even on adjacent line unless confirmation has been received from site that adjacent line is not obstructed and OHE is alright.
- viii. PRC will inform his departmental officers and supervisors.
- ix. CHC will first inform Hospital Casualty. Thereafter he will inform officers and supervisors as given below:
- x. Each departmental functionary will inform divisional officers and supervisors of his department about the accident as detailed below

Functionary	Officers and Supervisors
a) CHC	Hospital Casualty, DRM, ADRM, CMS/MS Sr.DOM, Sr.DSO, DPO, DFM, Sr.DEE/G.
b) BTC	Sr.DEN/Co, DENs
c) TPC	Sr.DEE/G, Sr.DEE/TRD
d) PRC	Sr.DEE/TRD, Sr. DME
e) C&W	Sr.DME
f) Commercial Control	Sr.DCM, PRO
g) Security Control	DSC
h) S&T control	Sr. DSTE
xi.	For this purpose, all functionaries working in the Divisional Control Office will have a ready list of telephone numbers (Railway, BSNL and Mobile) of all officers and supervisors of their departments.
xii.	After CHC has informed Hospital Casualty, DRM, ADRM and Railway Doctors, he will then inform Dy.Controller (Punctuality) or CHC in HQrs, Emergency Control regarding the accident.
xiii.	CHC will inform nearest Police station / District administration and nearest civil hospitals for assistance either through nearest Station Manager or himself.
xiv.	In case the accident site is far off and going by air would be faster, then either helicopters or special Air Force planes may be organized from the IAF base or by private hiring.

24.2 INTIMATION OF ACCIDENT TO RAILWAY DOCTORS:

CHC will inform the Hospital Emergency of Railway Hospital regarding details of the accident; Railway doctor on emergency duty shall undertake the following:

- i. Note down time of receiving message.
- ii Inform CMS, MS, and other Doctors & Para medical staff and instruct them to reach the ARME immediately.
- iii Collect necessary Medical team in the hospital.
- iv Inform CMS about movement of ARME.
- v Alert blood donors, SJAB, Civil defence Scouts and Guides or any other such organisation.

- vi Bare minimum medical team should remain in the hospital; rest of the doctors should be rushed to the accident site.
- vii Arrange to move Emergency box from ARME Scale-II locations to the accident site.

24.3 INFORMING NON-RAILWAY OFFICIALS BY THE DIVISION:

- i. ADRM will inform the following regarding the accident: :-

SP/Dy.SP/GRP

IG/ADG/G

RP,

District Collector,

- ii. ADRM will also intimate and seek help from SCOUTS, CIVIL DEFENCE, NGOs, OIL COMPANIES (for oil fire) and other department if required.
- iii. In case POL rake is involved, then IOC/BPC/HPC officials should also be informed.
- iv. In case Mail bags of RMS are involved, then Postal officials should also be informed.
- v. Telephone numbers of all District Collectors, SPs. (Annexure - 3)
- vi. Telephone numbers of IOC, BPC and HPC officials. (Annexure - 19)

24.4 DIVISIONAL OFFICERS REQUIRED TO GO TO SITE:

- (i) All concerned Divisional Officers required to go to the accident site should proceed by first available means.
- (ii) Road vehicles should be sent to accident site separately. Maximum number of road vehicles should be sent to accident site from Divisional HQrs.
- (iii) ARME shall be despatched within 20 minutes from double exit and within 25 minutes from single exit sidings after sounding of siren.
- (iv) DRM will proceed to the accident site; ADRM shall stay back at divisional HQrs. for co-ordination work.
- (v) All Branch Officers should proceed to the accident site. For this purpose, officers heading different branches within the same

department are referred to as Branch Officers. For example, in Electrical department, TRD and 'General' will be considered to be separate branches and both will be required to go to site.

- (vi) The second senior most officer of each branch should stay back at divisional HQrs.
- (vii) Of the remaining officers from each branch, a majority of both Senior and junior scale officers should also proceed to the accident site.
- (viii) Once it has become clear that the accident is a Disaster, then the 80/20 rule should be followed:
 - (a) 80% of all officers should go to the accident site, and only 20% should stay back at HQrs.
 - (b) Similarly, 80% of all supervisory staff should go to the accident site, and only 20% should stay back at HQrs.

24.5 SUPERVISORS REQUIRED TO GO TO ACCIDENT SITE:

- i. At the divisional level 80% of all supervisors available in divisional HQrs. should proceed to the accident site.
- (ii) All other supervisors available in the field at other stations should also proceed to the accident site.
- (iii) Divisional Control Office should issue a recorded control message from DRM to all Supervisors for proceeding to the accident site immediately by the fastest possible means.

Group SMS Facility

This facility is provided in Control office to send group SMS to all Airtel CUG Phones. Using this facility, Punctuality controller can send SMS to predetermined CUG Numbers at the time of an emergency and save valuable time.

Chapter – 25

PASSENGER CARE

25.0 TRANSPORTATION OF MEN AND MATERIAL TO ACCIDENT SITE:

- i. As soon as the ARME/ART siren sounds, Sufficient TTEs/TCs and about 50 licensed porters in uniform should be collected together and rush to the accident site either by ART or first available means. However, ART/ARME should not be detained on this account. The on duty Commercial Supervisor at the station at that point of time should ensure that they proceed by the ART itself and do not get left behind. If sufficient number of TTE/TC is not available, then whatever numbers are available should be sent to the accident site by the ART.
- ii. The 2nd and 3rd Special trains carrying backup logistic support to accident site, from each end, can send more TTEs/TCs. TTEs from the Divisional squad should also be utilized for this purpose. Sufficient cooks and catering staff from departmental catering or catering contractor (including IRCTC) would be ensured at the site for arranging tea, biscuits, packed meals like poories and vegetables to the stranded passengers, railways working force and other officials at site.
- iii. Sr.DCM should prepare section wise nominations of catering agencies both departmental and private for rushing to site.
- iv. Contact State Transport authorities for Buses etc.

25.1 HOSPITALIZATION OF THE INJURED

- i. The general policy in the case of Railway accidents in which casualties occur is that of rapid evacuation after rendering immediate and necessary First Aid.
- ii. In the following special cases, the injured may be taken to a Private Hospital.
 - a) When there is no railway or non-railway hospital available within a radius of say 8 kms. of the site of accident or
 - b) When the attending doctor certifies in writing that the treatment in private hospital is necessary in the interest of the patient.
 - c) Except under the discretion of the doctor such injured passenger should normally be eligible to the lowest class of accommodation/diet in private hospitals where different scales are available.
 - d) Where the family of the injured person desires to be provided with a higher class accommodation/diet, the family should give in writing to pay the extra cost involved directly to the hospital authorities

- iii. For this purpose, each division should make out a working arrangement with such private hospitals as may be necessary in the areas served by them so that in an emergency injury cases can be referred without loss of time to the hospitals concerned. To facilitate matters and to avoid misunderstandings, the Chief Medical Director should draw up a list of such private hospitals bearing in mind the Railway or non-Railway hospitals in existence in the vicinity. The Chief Medical Director should also settle the charges to be paid to the hospitals for such cases for each class of accommodation/diet etc.
- iv. The bills by such private hospitals should be submitted through the Chief Medical Director who will certify the correctness of the charges payable, before passing for payment by the FA&CAO. Payments to private hospitals under this Para can be arranged locally by the Railways and the Ministry of Railways approval is not necessary. (Extract of Para 701(1) & Para 712 of Chapter VII of IRMM are given in chapter XIV).
- v. When injured are admitted in non-railway hospitals, railway doctors should be deputed to these hospitals to render necessary assistance, including supply of needed medicines, etc., which may not be available in these hospitals. They should also carefully monitor the condition of the injured and maintain an updated list with all details. If more than one hospital is involved apart from deputing doctors to individual hospitals, a Railway Doctor should also be deputed to coordinate and maintain the centralized updated position.

25.2 CATERING ARRANGEMENTS:-

- The affected passengers and their relatives are to be treated with the utmost courtesy, concern and sympathy to alleviate their trauma and discomfort. Officers and supervisors should be assigned to talk to the injured to ascertain from them whether they wish to call relatives. Free passes can also be given to the relatives.
- Arrangements for supply of meals, drinking water, tea, coffee, etc. not only to the injured but also to other passengers of the affected train/trains should be swiftly organized.
- In this connection, **Board's instructions vide their letter No. 89/Safety-I/4/3,dtd.22.9.89 is reproduced below.**

25.3 ARRANGEMENT FOR DRINKING WATER, FOOD AND BEVERAGES

- i. Refreshments, food and beverages may be supplied free of charge to the affected passengers, injured/or stranded. These may be arranged from the Railway and/or outside sources as necessary including IRCTC or their contractors.

- ii. The senior-most official at site shall have the powers to arrange conveyance of the affected passengers free of charge by any available mode of transport and also incur expenditure for carriage of passengers' luggage, etc. (Board's letter No.93/Safety-I/6/1 dtd.2.11.93)

25.4 WITHDRAWAL OF CASH FROM STATION EARNING

- i) In order to meet accident related expenditure, officers can withdraw money from station earnings duly following the procedure incorporated in Commercial Manual Vol.II Rule No. 2425. (Chapter XV)
- ii) Before Sr.DCM leaves for accident site, he should withdraw sufficiently large amount of cash from station earnings to meet with immediate requirements at the site.
- iii) More should be withdrawn subsequently as and when required.
- iv) Procedure and accounting as detailed below should be followed. (Para 11 and 12 below)
- v) A Commercial Supervisor should be nominated for this purpose and he should withdraw sufficient amount and carry it with him, duly escorted by RPF personnel.

25.5 HIRING OF VEHICLES:

- i) A large number of road vehicles are required at an accident site for following purposes:-
 - a) Taking injured passengers to hospitals.
 - b) Taking doctors and other railway officials to hospitals.
 - c) Clearance of uninjured passengers.
 - d) Taking dead bodies to mortuaries.
 - e) Bringing men and materials, etc. to accident site.
 - f) Taking unclaimed luggage for being kept in safe custody.
 - g) Taking relatives to hospitals and mortuary.
 - h) Other miscellaneous work.
- ii) For this purpose apart from whatever number of Railway vehicles may be available, extra road vehicles should be hired.
- iii) All road vehicles should be hired along with standby drivers for round the clock duty.
- iv) Sufficient road vehicles should be attached to PAC for taking relatives to hospitals, mortuaries etc.
- v) Nominated railway staff to be attached to each hired vehicle round the clock (even group 'D' would suffice) so that optimum use can be made of the vehicle.

- vi) Buses from state transport authorities should also be requisitioned along with extra drivers for round the clock duty.
- vii) One railway staff should be put in charge of each bus on round the clock duty, who will accompany the bus wherever it goes and bring it back in time (even group 'D' would suffice)
- viii) In case hospitals are in different towns, then road transport buses should be put on fixed time round trip schedule for shuttling relatives from PAC to various locations and back to PAC
- ix) All hired vehicles and requisitioned buses should have stickers pasted on their front and rear windscreens indicating **"RAILWAY ACCIDENT DUTY"**

25.6 CLEARANCE OF UNINJURED PASSENGERS:-

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

25.7 PREPARING LIST OF INJURED PASSENGERS:

- i) Collect list of injured passengers prepared by TS/TTEs/Train Conductors and assess the situation along with Medical department.
- ii) Separate lists to be prepared coach wise by Medical department.
- iii) The list should contain following details:-

- a) If found Conscious: Name, sex, age, identification marks, and ticket number, originating and destination station.
- b) If found Unconscious: Approximate age, sex, identification marks, ticket number and other particulars if relatives and friend are available.
- iv) Once the preliminary list of injured passengers has been prepared, the list should be signed by the CMS/MS In charge and a copy handed over to Commercial department.
- v) This list should be input into the PC available in the PAC.
- vi) The list should also be e-mailed to the Divisional Emergency Cell and Headquarters' Emergency Cell.
- vii) The list of dead and injured that is initially fed into the PC will thereafter be updated periodically, as rescue and relief work continues.

25.8 AMOUNT OF EX-GRATIA PAYABLE:

- i) The ex-gratia amount payable to the dependents of dead or injured passengers involving in train accidents or untoward incidents under section 124 and section 124A of Railway Act.1989 (24 of 1989) should be as given below.
 - a) The rate of ex-gratia in case of death is 15,000/- in case of simple injury is Rs.500/- .
 - b) The rate of ex-gratia in case of grievously injured passengers who are hospitalization will be as follows.

Period of hospitalization	Rate of ex-gratia
Up to 30 days of hospitalization	Rs.5,000/-
Up to further 6 months of hospitalization-	Rs.1000/- per week or part there of ,for the period of indoor treatment.
Up to further 6months of hospitalization-	Rs.500/- per week or part thereof, the period of indoor treatment.

Note: a) The ex-gratia payment will be exclusively for passengers who are grievously injured in train accident or untoward incident as defined under section 123 of the Railways act 1989 and stay in hospital as indoor patients.

- c) The ex-gratia is payable for a maximum period of 13 months.

- d) The period of treatment as indoor patient for more than 30 days would need to be certified by a Railway doctor for the purpose of further ex-gratia payment up to the period of 13 months. In case where the injured is taking treatment in other than Railway hospital, but the treatment has to be certified by Railway Doctor.
 - e) Sr.DMO shall also keep track of such injured person taking treatment in other Railway hospital, Sr.DCM/DCM shall keep co-ordination with Sr.DMO for the purpose and arrange payment of ex-gratia every week at the door step of injured person. Every care shall be taken by Sr.DCM/DCM to avoid any inconvenience to injured person in such cases.
- ii) Payment of ex-gratia will be made on the basis of categorization of their injuries made out by doctors at site.
- iii) No ex-gratia payment would be admissible to trespassers; persons electrocuted by OHE and road users at unmanned level crossings.
- iv) Ex-gratia payment should also be made to railway staff killed or injured by a moving train while performing their duty, for example, Gang men working on track when run-over accidentally by a moving train.
- v) Ex-gratia amount is to be paid in cash
- vi) In case of injured passengers, ex-gratia should be paid to the injured passenger himself or in case he is too ill to his relative in his presence.
- vii) In case of death cases where relatives identify and claim the body, following precautions are to be taken:
 - a) Photograph the face of the body from in front and from the side
 - b) Photograph the person taking the ex-gratia payment
 - c) Record the relationship of the person claiming the body along with details of proof, if any.
 - d) In case the HON'BLE MR announces enhanced ex-gratia, then the enhanced amount should be paid by cheque by Accounts department.
 - e) Ex-gratia paid is not to be adjusted against claims compensation payable as decreed by RCT subsequently.
- viii) Payment should be arranged preferably on the spot by a senior scale officer nominated by DRM after making such enquiries as can be reasonably made on the spot after immediate needs by way of medical attendance etc. to injured persons have been attended.

- ix) For payment of ex-gratia and to meet other expenses at site, one Commercial Inspector authorized by Sr.DCM shall withdraw Rs. 5 lakh from station earnings of a nearby station, and shall be available at site duly escorted by RPF personnel.
- x) Sr.DCM/DCM will ensure availability of sufficient cash for payment of ex-gratia/refund.

25.9 CLAIMS COMPENSATION:-

- i) Injured passengers and next of kin of deceased passengers must be supplied with blank claims compensation forms along with Claims Booklet explaining complete procedure.
- ii) Photocopy of a filled up Claims Compensation form may also be given along with the blank form so as to help them in filling it up.

25.10 LUGGAGE AND CONSIGNMENTS:-

- i) As and when unclaimed luggage and personal belongings are taken out from coaches, a list should be made coach wise, and each item should be tagged with coach no.
- ii) A list of each item with distinguishing marks should be made.
- iii) If possible, the cabin number inside the coach should also be indicated.
- iv) Luggage claimed should be handed over on satisfactory proof of ownership
- v) Unclaimed luggage and personal belongings of injured/dead passenger should be taken possession of for safe custody.
- vi) Unclaimed luggage should be stored in a safe place, preferably, part of the same school building which is being used for preserving dead bodies.
- vii) These should be stored in separate rooms coach wise so that it is easy for relatives to identify.
- viii) A list should be displayed outside each room indicating the coach no. whose luggage is stored there.

- ix) It is the responsibility of Commercial department to take charge of all unclaimed luggage etc. These should be taken over from the charge of RPF.
- x) Booked luggage, parcels and consignments available in SLRs, VPUs etc. should be taken out and sent by road to nearest Jn. station for safe custody.
- xi) Booked perishables available in SLRs, VPUs should be taken out and either auctioned at site or sent by road to nearest Jn. station for being auctioned.
- xii) RMS consignments on the train should be shifted to school building for safe custody till Postal Authorities come and take over custody.

25.11 WITHDRAWAL FROM STATION EARNINGS - PROCEDURE

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

From

To

Name of Supervisory Official

Station Master

Designation

Station

Please arrange to pay from Station Earnings an amount of

Rs. _____ (Rupees _____) towards
 _____ (Purpose to be indicated). This is one of
 the authorised items of withdrawal from station Earnings. The
 expenditure is chargeable to the head _____.

Accounting Authority _____

Controlling Officer _____

Designation _____

Station _____

Payment made from Station Received an amount of

Rs. _____

earning amount:

from station earnings

Signature of

Signature:

SM/SS

Designation

- iv) The requisition is required to be prepared in triplicate, one to be kept as record, the second to be presented to the Station Master for arranging payment against proper acknowledgement and the third to be sent to the DFM concerned duly countersigned personally by the Divisional Officer of the department.
- (v) Any failure by the supervisory official withdrawing the cash to observe the above instructions or any other irregularity will render him personally responsible and liable for action under Discipline & Appeal Rule.

25.12 WITHDRAWAL FROM STATION EARNINGS - ACCOUNTAL

Branch Officer concerned shall forward requisitions received from

Chapter – 26

MANAGEMENT OF OTHER DISASTERS

26.0 BIOLOGICAL DISASTERS

26.0.1 Epidemics

An epidemic is defined as the occurrence of an illness or other health-related event that is clearly in excess of unexpected occurrence. A disease epidemic or outbreak is the occurrence of cases of a particular disease in excess of the expected, therefore, demanding that emergency control measure be implemented.

26.0.2 Mitigation measures

Structuring the health services is important to have clear understanding of roles and responsibilities of the public health system. Organizational preparedness and the coordination mechanism is required right from the Railway medical units State and District to the sub center level which is manned by the village health nurses or the health workers.

Contingency Plan for response should be prepared after identifying the epidemics that are likely to occur in the region. Early warning through a surveillance system is the primary requirement so as to have an effective response and prevent any outbreaks. For this, surveillance need to be carried out at a regular basis through the routine surveillance system by involving the health tier system. Maps of all the health facilities in each division with an inventory of drugs and vaccines, laboratory set ups, list of contact number of doctors and supporting staff etc., needs to be kept ready and updated at regular intervals.

Training need to be given to so as to build the capacity at all levels. Training will help to cope better during the emergency response period for epidemics.

Personal Protection through vaccination is an effective mitigation strategy and will protect the persons at risk.

26.1 NUCLEAR AND RADIOLOGICAL DISASTER

Nuclear / Radiological Emergencies

Any radiation incident resulting in or having a potential to result in exposure and / or contamination of the workers or the public in excess of the respective permissible limits can lead to a nuclear / radiological emergency.

After due consideration of the nature and consequence of all the possible scenarios, these radiological emergencies have been broadly classified into the following categories.

- (4) An accident taking place in any nuclear fuel cycle including the nuclear reactor, or in a facility using radioactive sources, leading to a large scale release of radio activity in the environment.
- (5) A 'critically' accident in a nuclear fuel cycle facility where an uncontrolled nuclear chain reaction takes place inadvertently, leading to bursts of neutrons and gamma radiations.
- (6) An accident during the transportation of radioactive material.
- (7) The malevolent use of radioactive material as a Radiological Dispersal Device by terrorism for dispersing radioactive material in the environment.
- (v) A large-scale nuclear disaster, resulting from a nuclear weapon attack, (as had happened at Hiroshima and Nagasaki) which would lead to mass casualties and destruction of large areas and property.

Normally, nuclear or radiological emergencies (referred to in points (i) to (iv) above are within the coping capability of the plant/ facility authorities. A nuclear emergency that can arise in nuclear fuel cycle facilities, including nuclear reactors, and the radiological emergency due to malevolent acts of using Radiological Dispersal Devices are the two scenarios that are of major concern. The impact of a nuclear disaster (scenario at v) will be beyond the coping capability of the local authorities and it calls for handling at the national level.

26.1.1 Vulnerability of Nuclear Facilities ;

Identification of a Rail network close to a nuclear facility needs to be done by the Zonal Railways.

As regards the vulnerability of various nuclear fuel cycle facilities to terrorists attacks, these facilities have elaborate physical protection arrangement in place to ensure their security. The structural design of these, the release of any radioactivity outside the plant area itself and hence the public are not likely to be exposed to radiation.

While their radioactive strength is in itself a deterrent to pilferage, the radioactive sources can still be stolen and used in a Radiological Dispersal Device or Improvised Nuclear Device. Essentially, a Radiological Dispersal Device is a conventional explosive device in which the radioactivity is in the environment.

A Radiological Dispersal Device is not a weapon of mass destruction. Normally, the use of a Radiological Dispersal Device by itself would not result in fatalities due to radiation. The fatalities, if any would primarily be due to the explosion. However, it

may contaminate a reasonably large area, besides its main potential of causing panic and disruption.

Accidents during the transportation of radioactive materials are of low probability due to the special design features of the containers in which they are transported and special safety and security measures (to take care of all possible threats/eventualities, including the threat from misguide elements) which are laid down to be followed during actual transportation.

A network of 18 Emergency Response Centers has presently been established by the Bhabha Atomic research Center to cope with radiological emergencies in the public domain, like transport accidents, handling of orphan sources, explosion of Radiological Dispersal Devices etc.,

The task of these Emergency Response Centers is to monitor and detect radiation sources, train the stakeholders, maintain adequate inventory of monitoring instruments and protective gear, and provide technical advice to first responders and local authorities.

26.2 CHEMICAL DISASTERS

GUIDELINES

National Disaster Management Authority (NDMA) has issued guidelines on the management of chemical disasters. These guidelines are directed more towards their prevention and mitigation of their effects, if these happen than on rescue and relief operations afterwards.

Indian Railways have also been transporting chemicals and hazardous materials e.g. Petroleum products (Petrol, Naphtha, HSD, etc.), Caustic soda, Alcohol, Compressed gases (LPG gas etc.) Chemical manures, Acids, Matches etc. These goods are carried either in the SLRs or in the Parcel Vans or in the goods wagons. Quantum and type of transportation of such hazardous material varies from railway to railway and different zonal railways need to prepare themselves based on the type and extent of hazardous material being handled and transported by them.

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

- I. Explosives
- II. Gases, Compressed, Liquefied or dissolved under pressure
- III. Petroleum & other inflammable liquids
- IV. Inflammable solids

- V. Oxidizing substance
- VI. Poisonous (Toxic Substances)
- VII. Radio active substances.
- VIII. Acids & other corrosives.

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

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

26.2.0 CLASS II (GASES, COMPRESSED, LIQUIFIED OR DISSOLVED UNDERPRESSURE)

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

1. DISSOLVED GASES :

Acetylene (Compressed into porous substances)

2. COMPRESSED GASES :

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

3. LIQUIFIED GASES:

- Ammonia (Anhydrous), Chlorine, Liquefied Petroleum Gas (Commercial Butane or Propane) , Carbon dioxide (Carbonic Acid Gas), Cyclopropane gas Ethyl Chloride, Freon, Arcton or Genetron, Hydro Cyanic Acid , Medical Mixtures (Oxygen & CO₂, Oxygen & Helium mixture) , Methyl Bromide, Methyl Chlorine (Chloromethane) , Nitrous oxide., Sulphur Dioxide Toxic (Sulphurous Acid Gas), Liquid Air., Liquid Oxygen., Liquid Nitrogen, Liquid Helium.

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

26.2.1 PACKING

Before the above commodities are transported by rail, it must be packed as per rules 207.1 & 207.2 of Red Tariff No. 20.

However, Rule 207.2 i.e. rule for protection of cylinder valves during transport shall not apply to cylinders containing oxygen or nitrous oxide for medical purpose having water capacity less than 5 litres.

26.2.2 MARKING& LABELLING OF CYLINDERS OR CONTAINERS.

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

26.2.3 STORAGE.

(Refer Rule No. 211 of Red Tariff No. 20)

FOLLOWING POINTS MUST BE ENSURED:

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

PRECAUTIONS IN HANDLING & STORING GAS CYLINDERS OR CONTAINERS :

(REFER RULE NO. 212 OF RED TARIFF NO. 20)

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

26.2.4 MODES OF TRANSPORTATION

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

26.2.5 STORAGE and CARRIAGE

Storage & Carriage rules of Gases, Compressed, Liquefied or dissolved under pressure are discussed in rules 219, 220, 221, 226, 227 & 228 of Red Tariff No. 20.

26.2.6 ADDITIONAL RULES

Exceptional or Additional Rules regarding packing, marking & labelling, carriage by Goods / Mixed / Parcel train and Storage & Carriage rules have been specified in Table II, Chapter II of Red Tariff NO. 20. Characteristic property of gas & pictorial label indicating main characteristics of the gas is also indicated in column 2 & column 3 of table.II.

26.3 Class III (PETROLEUM & OTHER INFLAMMABLE LIQUIDS)

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

- i. Class A : Petroleum & other inflammable liquids, the vapour of which having flash point below 230 °c
- ii. Class B: Petroleum & other inflammable liquids, the vapour of which having flash point above 230 °c but below 650 °c.
- iii. Class C: Petroleum & other inflammable liquids, the vapour of which having flash point at 650 °c and above.

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

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

26.3.0 PACKING, MARKING & LABELLING.

It is to be ensured that the words “Highly inflammable” and “inflammable” as the case may be is marked on every package containing Petroleum & other inflammable liquids. Every tank vehicles used for transportation of Petroleum must be marked on

each side, and rear thereof in letters at least 7cms high on a background of sharply contrasting colour the word “Flammable” and the common name of the liquid transported. e.g. “Motor Spirit”, Kerosene” etc. For method of packing, marking & labeling of Petroleum & other inflammable liquids, Rules 308, 309 & 310 of Red Tariff No. 20 may be referred.

26.3.1 STORAGE

Time of Loading & Unloading: All operations of loading, unloading and handling of petroleum and other inflammable liquids shall be conducted between sunrise and sunset: Provided that consignments to be sent in brake vans of passenger, mixed or parcel trains and by transship or Road van trains may be handled at any hour, after due precautions have been taken to prevent accidents. Loading and unloading of Petroleum products shall be allowed at any hours if, adequate electrical lighting and fire fighting facilities as determined Chief Controller of Explosives have been made available at the place of loading and unloading.

Prohibition of smoking, fires etc: Petroleum & other inflammable liquids must not be stored or handled near explosives and other dangerous goods. Smoking, taking fire or naked light matches or other articles of inflammable nature is strictly prohibited near Petroleum and other inflammable liquids. All due precautions should be taken at all times to prevent any escape of Petroleum and other inflammable liquids. Rules 312 and 313 of Red Tariff No. 20 may be referred for details.

26.3.2 TRANSPORTATION

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

- a. Petroleum & other inflammable liquids, Class 'A', shall be transported by goods trains only.
- b. Petroleum and other inflammable liquids, Class 'B' & 'C' may be transported in wagons by all trains except passenger trains.

Rule (i). Petroleum and other inflammable liquids, Class 'A' may be transported in wagons by a mixed or parcel trains on any line or section on which goods trains are not running, provided that immediately on entering any section on

which goods trains are running, the wagons containing Petroleum and other inflammable liquids Class 'A' shall be detached from the mixed or parcel trains. Rule (ii). Carriage in brake van of passenger, mixed or parcel trains except as otherwise provided in column 5 of table III of Red Traffic No. 20, Petroleum and other inflammable liquids shall not be carried in brake van of passenger, mixed or parcel train. Whenever these commodities are permitted to be carried in the brake van, the following points must be ensured :

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

CONVEYANCE IN TANK WAGONS.

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

Precautions to be observed while loading and unloading tank wagons :-

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

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

Empty Tank Wagons:

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

26.3.3 STOWING IN WAGONS, LABELING, SEALING AND LOCKING.

Guidelines regarding stowing, labeling, sealing & locking of wagons have been discussed in Rules 332 & 323 of Red Tariff No. 20. A 'Dangerous' label as shown in Rule No. 323 of Red Tariff No. 20 must be affixed to both sides of every wagon in which Petroleum & other inflammable liquids are stored for dispatch or delivery or while in transit.

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

26.3.4 ADDITIONAL RULES

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

26.4 CLASS VIII: ACIDS AND OTHER CORROSIVES.

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

26.4.0 PACKING, MARKING AND LABELLING.

Although, acids and other corrosives is to be packed by consignor but more precautions need to be taken by concerned Railway officials concerned, that it is packed strictly in the manner laid down in column 2 of Table VIII and as per rules 807 of Red tariff No. 20. The outermost packages containing acids and other corrosives must be marked with the word "Corrosive" and name of the acid or corrosive. Labeling of package must be done as per rule 808, 809 & 810 of Red Tariff No. 20.

26.4.1 HANDLING AND STORAGE.

(a). Time of loading and unloading :

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

(b). Handling of Packages.

- i. Packages containing acids and other corrosives not be thrown, dropped down or dragged along the ground of floor and care should be taken to avoid striking them against any hard object.
 - ii. When loading and unloading heavy drums or casks cushions of a suitable type, thick coir matting, felt bags filled with saw dust or similar protection should be used to avoid damage to the drums or casks and to prevent leakage.
 - iii. Whenever practicable, packages containing acids and other corrosives shall be carried or conveyed on trolley or hand barrows.
- (c). Acids and other corrosives not to be stored or handled with or near explosives or other dangerous goods or articles of inflammable nature.
- (d). Acids and other corrosives not to be stored or handled with or near food stuffs or foodstuffs empties.
- (e). The Floor of any place or wagon on which acids and other corrosives have been stored or the wagon or trolley or hand barrow in which they have been carried shall swept and thoroughly cleaned after removal of the goods there from.

26.4.2 TRANSPORTATION

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

Conveyance in tank wagons.

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

Precautions to be taken while loading tank wagons.

- i. Tank wagons used for the conveyance of acids and other corrosives shall be in good condition and free from leakage.
- ii. In filling tank wagons, an air space of not less than 5% of the capacity of the tank shall be left.
- iii. All inlets and outlets shall be securely close subject to provision to provision of vents where required.

26.4.3 STOWING IN WAGONS

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

26.4.4 LABELLING, SEALING AND LOCKING OF WAGONS.

A 'Dangerous' label as shown in rule 824 of Red tariff No. 20, shall be affixed on both sides of every wagon in which acids and other corrosives are stored for dispatch or delivery or while in transit.

26.4.5 PRECAUTIONS TO BE TAKEN DURING SHUNTING.

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

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

26.4.6 ADDITIONAL RULES

Any additional or exceptional rules applicable for any specific items regarding packing, marking & labeling, carriage etc have been discussed in details in table VIII, Chapter VIII of Red tariff No .2.0.

26.5 STATIONARY STORAGE OF DANGEROUS GOODS

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

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

26.6 GUIDELINES ON LPG/AMMONIA LPG

26.6.0 Product Information:-

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

1. LPG is a mixture of mainly propane (25% to 45%) and butane (75% to 55%) and some quantity of propylene and butylenes.
2. As liquid, LPG is lighter than water (density 0.52 to 0.57 gm/cc at 15°C). As gas, LPG is 1.4 to 2.1 times heavier than air. When liquid LPG converts to gas in case of leakage to atmosphere, it expands heavily (230 to 270 times). During leakage in still air, LPG tends to settle at floor level.
3. Volumetric expansion of LPG with temperature is 10 times that of water and 100 times that of steel. Adequate vapour space should be there be left in LPG pressure vessel and it should never be overloaded. Leakages will increase with rise in temperature.
4. LPG is highly inflammable. It becomes explosive when mixed with air more than 2% by volume.
5. LPG catches fire instantly on coming in contact with a source of ignition such as flame, spark, lighted match, cigarette, beedi etc. Without source of ignition, LPG will not catch fire till 410°C.
6. In case of continuous LPG leak, a source of ignition even far away can ignite the escaping vapours. The fire may also travel back to the source of leak, engulfing the leaky wagon.
7. Normally LPG is stored in refrigerated state (boiling point -15°C to 0°C)
8. When pressure is released and liquid LPG changes to vapour, heat required for vaporization is picked up from surroundings. The liquid product while evaporating can become cold enough to cause frost burns on bare flesh. Protective gloves should be worn when there is possibility of skin contact with liquid LPG. During evaporation from leak source, water vapour also condenses from the air forming a visible cloud.
9. LPG is not poisonous. It does not contain toxic gases like carbon-monoxide. However, when a person comes in contact with large amount of LPG in a closed

space, difficulty of breathing can occur due to lack of oxygen. Liquid LPG handled without protective clothing can cause cold burns.

10. Warning symptoms when breathed in sufficient quantities stomach upset and headache.

11. To facilitate detection of LPG leakage, it is mixed with ethyl mercaptan to impart a foul odour resembling that of rotten eggs.

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

26.6.1 Leakages in LPG Wagons.

Leakage occurs from barrels of tank wagons due to

- Damaged barrel.
- Defective dome fittings improperly tightened or become loose during run.
- Defective valve seals, gaskets and corrosion from seating area.

Precautions:

1. Nearest Railway authority, Oil Company and fire brigade to be informed. Directions should be obtained from Divisional Carriage & Wagons.
2. When leakage is detected, all lights and fires in vicinity should be extinguished/removed. Incandescent electric lights can be used. As LPG vapour mixed with air remains suspended at a lower level, this area must be kept free from sources of ignition.
3. Lanterns or signals lamps should be kept on side from which wind is blowing and as high as possible. Locomotives should be kept away from site.
4. Personnel should keep to the windward side of the leakage.
5. Spectators should be kept away and instructed not to smoke.
6. Earth should be spread over the surface on which LPG has leaked.
7. In case inspection of dome fittings is required to be done, the wagon has to be moved to a non-wired lined. Alternately, power block and protective earthing on both sides has to be taken to inspect the dome fittings.
8. In case of leakage from dome fittings, a trained fitter equipped with proper tools should first identify the location of leakage using soap water, and then attend as under
 - Leakage around Valve securing bolts:- Tighten the bolts using non-sparking tools. Excessive force not to be used. If leakage persists, it indicates defective seal.
 - Leakage from Eduction Valve:- Tighten the valve from wheel without using

excessive force. If leakage does not stop, it indicates defective valve seal.

- Leakage from Safety Valve:- It may be due to valve performing its function of relieving extra pressure or due to defect. Pouring of cold water over outer surface of barrel can help to reduce leakage
- Leakage from Thermometer Well:- Very dangerous situation as thermometerwell is practically the part of barrel. Tighten top nut to stop the flow of liquid.
- Do not over tighten as removal of nut will worsen the situation.
- Physical damage to barrel: Immediately isolate the tank and notify all concerned.

9. Leaky wagon should be removed to an open area if so advised by control.

10. Arrange for sufficient quantity of water and activate the existing fire-fighting system to handle any emergency.

26.6.2 Dos and Don'ts

Dos:

- Ensure quick and accurate information to Divisional Control.
- Subsequently arrange for local resources.
- Ensure no ignition sources near leaky wagon. Affix labels of "Dangerous" and "Not to be loose shunted" on both sides of the wagon and attach a red flag.
- Check for sparking due to loose brake shoes or hot axles.
- Leakage can be checked by smell, hissing sound or ice-formation on dome.
- In case of leakages from valves, check that they are closed.
- In case of heavy leakage, isolate the wagon on the advice of control. Keep the wagon cool by spraying water.
- Guard wagon should always be available during shunting.

Don'ts:

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

26.6.3 Other Suggestions:

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

26.6.4 Tackling LPG wagon derailments/accidents.

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

AMMONIA

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

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

Precautions to be observed for leaky Ammonia tank wagons:-

1. Nearest Railway authority, Fertilizer Company and Fire Brigade to be informed. Directions should be obtained from Divisional C&W Controller.

2. The pungent odour of Ammonia gives warning of its presence well before dangerous concentrations are achieved.
3. In case of leakage, personnel should keep to windward side of leak. Breathing apparatus and goggles to protect the eyes from irritation are required in case of heavy leakage, leaky wagon should be immediately isolated to an open area.
4. In case inspection of dome fittings is required to be done, the wagon has to be moved to non-wired line. Alternatively, power block with protective earthing on both sides has to be taken to inspect the dome fittings.

26.7 In case of leakages from dome fittings, a trained fitter equipped with proper tools should first identify the location of leakage, and then attend as under:-

- Leakage around Valve securing bolt: Tighten the bolts until leakage stops. Excessive force not to be used. If leakage persists, it indicates defective seal.
- Leakage from Education Valve: Tighten the valve handle from hand without using excessive force. If leakage does not stop, it indicates defective valve seal.
- Leakage from Safety Valve : It may be due to valve performing its function of relieving extra pressure or due to defect.
- Leakage from Thermometer Well: Very dangerous situation as thermometer well is practically the part of barrel. Tighten top nut to stop the flow of liquid. Do not over-tighten as removal of nut will worsen the situation.
- Physical damage to barrel: Immediately isolate the tank and notify all concerned.

26.8 A leaky wagon which has been emptied should be properly stenciled and returned for repairs to the owning fertilizer company. Such a wagon can be put back in service after repairs only after being given a hydraulic test.

Dos and Don'ts

Dos:

- Ensure quick and accurate information to Divisional Control.
- Subsequently arrange for local resources.
- The affected area should be cordoned and personnel should stay in the unwind direction as far as possible.
- Attempts to be made to locate and plug the source of leakage.
- Spray sufficient quantity of water to dissolve the Ammonia. Fire brigade at site can spray water around the leak source to form a water curtain.

- First aid:-Eyes and skin should be washed with sufficient quantity of water to dissolve the Ammonia. For unconscious victims, artificial respiration may be done.
- Breathing Apparatus/Canister Respirator with ammonia filter and protective goggles are to be used by personnel approaching leaky wagons. In case of emergency, wagon can also be approach applying a wet handkerchief over the face to dissolve the ammonia vapours.
- Tank should be shifted to an isolated place if so advised by the control

Don'ts:

- Source of ignition should not be allowed near the leaky wagons
- Direct contact with Ammonia is to be avoided as it causes ice and caustic burns.
- Ammonia should not be inhaled directly. A moist cloth should always be used for protection.
- Oil or ointment should not be used on affected part of body.
- No attempt should be made to carrying out welding repairs on leaky wagons.
- Important Tools to handle LPG/Ammonia gas emergencies.
- Spark proof tool set (Rubber/Teflon/Brass/Beryllium-Copper tools) consisting of set of spanners, chisel, ball peen hammer, blanking flanges, eduction valve pluggers and adopters, Teflon tape and M-seal epoxy adhesive.
- Protective hand gloves, helmet.
- Explosive meter
- Intrinsically safe torches.
- Breathing aids - A Canister Respirator with LPG/Ammonia and dust filters can be used in open spaces with upto moderate gas leakage. For heavier gas concentrations, breaking apparatus with oxygen cylinder is required.
- Clear protective goggles.
- Plenty of water, buckets and water-spraying arrangement.

Chapter – 27

SAFETY ON STORAGE /HANDLING OF HAZARDS CHEMICALS

(Reference from HQrs DMP 2020)

MANAGEMENT OF CHEMICAL (TERRORISM) DISASTERS.

Introduction:- A terrorist attack involving chemical agents differs from a normal terrorist attack as it results in specific effects on health and can cause fatal injuries, create panic, and affect the morale of the community. The targets of terrorists include market places, 109 densely populated areas, public functions, important dignitaries, water and electricity supplies, restaurants/food plazas, malls, places of entertainment, busy railway stations in metros and critical and sensitive military, civil and economic institutions. Chemical terrorism is an act of violence to achieve professed aims using chemical agents. These chemical agents include poisonous gases, liquids or solids that have a deleterious effect on the biotic and non –biotic environment. Due to the relatively easy availability of hazardous chemicals in Major Accident Hazard units, storages and during transportation, terrorists can procure chemicals or even try to sabotage the facilities or transport vehicles as it offers them an easier and often more catastrophic method of anti-national activity. The mode of dispersal used for chemical agents would range from dissemination of aerosolised material to contamination of food and water.

NDMA's Guidelines:- The possibility of a chemical terrorism attack can be minimized by spreading general awareness and building the capacity of the community, institutions, and governmental and nongovernmental organisations. The approach followed in the NDMA's Guidelines lays emphasis on : i) Security and surveillance measures for installations manufacturing/ using/storing chemicals.

- ii) Strengthening intelligence regarding the movement of chemicals.
- iii) Preparedness for counter-terrorism measures :
 - (a) Issues regarding the safety of chemicals and risk reduction strategies etc.
 - (b) Strengthening of response through rescue and emergency medical resources.
 - (c) Preparedness of all emergency functionaries in terms of protection, detection, decontamination, de-corporation, capacity building and infrastructure development.

- (d)Community-centric mechanism for the management of chemical (terrorism) disasters.

CTD Preparedness Plan :-

Implementation of the Guidelines at the national level shall begin with the preparation of a detailed action plan (involving programmes and activities) by the nodal ministry (MHA) that shall promote coherence among different CTD management practices and strengthen mass casualty management capacities at various levels. The concerned ministries like MoD, MoEF, Ministry of Railways (MoR), MoL&E (through Employees' State Insurance Corporation (ESIC), MoA etc., will also prepare their respective CTD preparedness plan as a part of all hazard DM Plans. The Railways has an important role in the management of mass casualties in the event of national calamities, they should also cater for developing additional capacities besides meeting their own requirements in their preparedness plan. Railway Board has issued guidelines on precautions in handling, storage and transportation of chemicals. These are to supplement the guidelines laid down in the Red Tariff. The Commercial Department may keep the RPF official updated on the Goods Sheds which handle Hazchem so that adequate security systems can be strengthened.

- Preparedness for Emergency Response:- Preparedness for an emergency response at the incident site requires protection, detection, and decontamination. RPF and the Medical Department have a role to play in the relief and mitigation efforts. SOPs are required for all the emergency responders working under the overall supervision of the incident commander. A well-orchestrated medical response to CTD will be possible only by having a command and control function at the divisional level by the Medical Department. The /CMS will be the main coordinator for the management of CTD.
- Training for the Responders: The Medical Department of the Railways has little or no expertise in the effects of different chemicals. This needs to be gradually developed initially in a skeleton number (one or two) of Doctors and Para-medical staff in each Divisional Railway Hospital through training.
- Medical Preparedness for CBRN :- Action plan by Railways to prevent Chemical (Terrorism) Disaster at crowded railway stations and yards should be worked out. The plan should include immediate response capability of Railways, before the specialist forces arrive, to manage such a disaster.

भारतसरकार(GOVERNMENT OF INDIA)
रेलमंत्रालय(MINISTRY OF RAILWAYS)
रेलवेबोर्ड(RAILWAY BOARD)

No. 2008/Safety (DM)/che.6/3/Pt.

New Delhi, Dated: 24.05.2017

Chief Safety Officers

All Indian Railways except NR and KRCL

Sub: Safety Guidelines for transporting Hazardous Chemicals by Rail

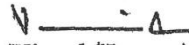
Ref: RB letter of even Number dated 21.01.09

National Disaster Management Authority had issued guidelines on Chemical Disasters in April 2007. Based on these guidelines Railway Board had prepared guidelines on Chemical Disasters and circulated to Zonal Railway vide letter No. 2008/Safety (DM)/che/6/3/Pt. dated 21.01.2009. Zonal Railways were also advised to take appropriate action for expeditious implementation of these guidelines with specific instructions for incorporation of prepared guidelines in Head Quarters and Divisional DM plans.

Paragraph 5 of these guidelines provides actions to be taken by the Zonal Railway for rescue, relief and restoration operations. As per this paragraph Zonal Railways are expected to develop and nurture coordination with the agencies and organisations on their system who has expertise in dealing with the hazardous material being handled and transported on the respective Zonal Railways. Contact details of such agencies should also be made available in the Divisional and Zonal Railway Disaster Management Plans so that these agencies can be called for assistance in an untoward incident.

Indian Railways handles different types of chemicals however the chemicals handled in a particular Zone is different from the other Zones. It is pertinent to mention that consigner/consignee of the HAZCHEM will be aware of the safety precautions to be taken in handling that chemical and Dos and Don'ts while handling/transportation of that chemical. So, Zonal Railways are expected to prepare SOPs and train staff and equip them for dealing in chemical disasters.

It has come to the notice of the Board that some Zonal Railways have not prepared above guidelines. Zonal Railways are hereby advised to consult the industries moving Hazardous Chemical over your Railway and prepare suitable guidelines. It may also be ensured that those guidelines are implemented and incorporated in the Zonal/Divisional Disaster Management Plans.


(Vinod Kumar)
Adviser Safety

Chapter – 28

FIRE SAFETY MEASURES

Government of India
Ministry of Railways
(Railway Board)

No.2012/Safety(DM)/6/12/2

New Delhi, Dated 16.11.2015

**General Managers
All Indian Railways &
CMD/KRCL**

Sub:- Fire safety measures at Railway Stations.

Ministry of Railways (Railway Board) had nominated fire safety audit teams to identify areas requiring upgradation in fire safety to match with the international standards. The recommendations of safety audit teams have been accepted by Board (MT,MS,ML&MM).

One of the recommendations of the Audit team was that an appropriate department may be nominated to carry out efforts of multi-disciplinary in nature to improve fire safety at stations. Accordingly Board has reviewed fire preparedness at Railway Stations & associate buildings and Board (MT) desires that following measures be taken:

1. Station Manager/Station Master should be responsible for provision of firefighting equipment at stations and buildings attached to stations with passenger interface.
2. Fire safety at buildings and establishments other than those indicated in Point above should be the responsibility of the officer in-charge of the building.
3. Zonal Railways should review the availability and requirement of fire extinguishers at Stations/Associate buildings as per the National Building Code of India, Part 4 –Fire and Life Safety issued by Bureau of Indian Standards and IS 2190:2010 and make good deficiencies, if any. Details regarding the type and scale of fire extinguishers to be provided based on the occupancy and type of building is given in the Annexure.
4. Operating department should procure and maintain fire extinguishers at Stations.
5. National Building Code mandates exit requirements, capacity of exit, arrangement of exits, number of exits, doorways, corridor & passage ways and staircases at buildings. Zonal Railways should review the existing facilities and ensure that these are in conformity with the prescribed norms.

Letters issued by various directorates and RDSO relating to fire safety are uploaded on Safety Information Management System (SIMS) web page. Zonal Railways should audit the fire safety preparedness at all stations on the above lines and submit action taken report to Board positively on or before 31/03/2016.

Encl: 01 page

P. Srinivas
16/11
(P.Srinivas)
Director (Safety-III)
Railway Board

Annexure to letter No. 2012/Safety(DM)/6/12/2 dated 16.11.2015:

Type of structure	Type of occupancy	Nature of occupancy	Class of fire	Recommended Scale of Equipment
Passenger terminal with accommodation more than 300 persons	D-3	MH	Class A	Two 9 litre water expelling extinguishers or ABC 5kg/6kg fire extinguisher, for every 200 m ² with minimum of 4 extinguishers per compartment/floor. The extinguisher should be so located as to be available within 15 m radius.
Passenger terminal with accommodation less than 300 persons	D-4	LH	Class A	One 9 litre water expelling extinguishers or ABC 5kg/6kg fire extinguisher, for every 200 m ² or part thereof with minimum of 2 extinguishers per compartment or floor of the building. The extinguisher should be so located as to be available within 15 m radius.
Metro station	D-7	—	—	Para 6.4.8 of National building code of India stipulates detailed guidelines.
Offices	E-1	SH	Class A	One 4.5 Kg capacity carbon dioxide or one 2/3 kg capacity clean agent extinguisher for every 100 m ² of floor area or part thereof with minimum of two extinguishers so located as to be available within 10 m radius.
Parcel office and Goods shed	H	MH	Class B	Two 9 litre foam extinguisher, mechanical type, or 5/6 kg dry powder extinguisher (or one of each type) for every 200 m ² are with minimum of four extinguisher per compartment. Extinguisher should be available within 15 m radius.



सत्यमेव जयते

KAMLESH GUPTA
ADVISER (SAFETY)

No. 2006/Safety (DM)/6/12/1

The General Managers
All Indian Railways

भारत सरकार
रेल मंत्रालय, (रेलवे बोर्ड)
नई दिल्ली-११० ००१

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)
NEW DELHI-110001

New Delhi, dt. 25.02.10

Sub:- Fire Prevention in Pantry Cars.

Ref:- My DO. Letter of even number dt. 13.3.2009

The existence of LPG fittings (Gas Burners, Gas Pipelines etc.) as also on-board Electrical Appliances and Electrical Fittings/Wiring in the Pantry Cars make them vulnerable to fire unless adequate precautions are taken on the Zonal Railways. Vide my above mentioned letter I had requested the Safety Organization of your Railway to launch a drive and conduct joint checks with the representatives of Commercial, Mechanical and RPF department officers to Audit the precautions being taken as also check the systems in place (mainly at the Primary Examination Depots) for prevention of fire in Pantry Cars. Reports from a few of the Zonal Railways viz. CR, NR, NER, WCR, SR, WR had been received which did indicate a few shortcomings mainly of Gas Cylinders kept in an unsecured condition, rubber hose/pipes found in damaged condition, staff not conversant with the use of fire extinguishers etc.. Other than on Central Railway there appears no laid down system for check and certification of the vulnerable equipment/fittings/appliances in the Pantry Cars on a periodical basis i.e. during POH and in the Primary examination.

CRB had on a review expressed concern over reports received of inadequate emphasis given by Zonal Railways in setting up a system of preventive action against fire. CRB has ordered a Safety Drive for a period of 21 days on a number of items related to safety (vide his message no. 2010/Safety-1/3/2 dt. 24.02.2010) which include "*checking of gas burner/pipelines, etc. by carriage & wagon staff and of on-board electrical appliances in pantry cars including wiring by electrical staff at primary/secondary examination points*".

A background note on the instructions issued by Board, IRCTC and practice followed on the Central Railway is enclosed in Annexure. This may be used as a guide on your Railway to frame a system in establishing checks and maintenance systems of the vulnerable equipments (Gas Burners/Stoves with LPG connections and on Board Electrical Appliances including Electrical Wiring etc.) in Pantry Cars.

Encl:- As above

K Gupta

(Kamlesh Gupta)

Copy to CSO's, All Zonal Railways.

1. Documents and Settings\Rail Board\Rail Board\Documents\Training\Docup\10.20.2010\DM.Let

BACKGROUND NOTE ON SAFETY IN PANTRY CARS.

The following circular/letters/procedure orders have been issued by the Zonal Railways, IRCTC and Railway Board etc. on the maintenance and Safety checks of Pantry Cars:-

1. Adviser/Safety, Railway Board's D.O. Letter to All CSO's dated 13.03.2003 on "Maintenance of Equipment and Precautions in Pantry Cars".
2. Catering Circular No. 11 of 2003 dated 9th October, 2003 issued by IRCTC .
3. Railway Board's Circular No. 97/TG-III/606/51 dated 4.12.1997 by Joint Dir. (Traffic Comml.) addressed to GM/Catg., All Zonal Railways, on the subject of "*Up keep and Maintenance of Pantry Cars*".
4. Contract awarded by C. Rly. to an agency consisting of two parts:-
Part A - Maintenance/Overhauling of Gas system during POH in Matunga Workshop once a year.
Part B - Monthly Checking/Servicing of the Gas system in Mumbai/Pune division of C. Rly.
5. Letter of CCM/FM, C. Rly. to MD/IRCTC dated 8.2003 advising IRCTC to insert a clause in the contract entered by them with the licensee that "*Pantry Car authorized agencies should employ at least one staff who is certified by authorized agencies such as IOC, BPCL etc. to attend the LPG equipments during run/emergency*".
6. GM/C. Rly's note (dated 08.08.2003) to CCM and CME to ensure certification of Mechanical and Gas Pipe fittings once in a month by the Mechanical department. In addition the certification of fittings to be done by the Catering Contractors duly counter signed by Commercial officers.
7. Joint Commercial and Mechanical Circular No. I of 2003 dt. 18.12.2003 issued by C. Rly.

Chapter – 29

SOP (STANDARD OPERATING PROCEDURE) ON FIRE ACCIDENT

(IMPORTANT GUIDELINES ISSUED BY CFRA (CHIEF FIRE & RESCUE ADVISER)

This operational guidance offers generic guidance to assist Fire and Rescue Authorities in their preparation for dealing with railway incidents as defined in Generic Risk Assessment (Incident involving transport systems: rail). It is essential to consider this guidance and the relevant generic risk assessments in conjunction with local integrated risk management plans and local risk information to develop generic service wide plans, along with site specific variations and adjustments where necessary.

When planning for incidents involving railways Fire and Rescue Services should be aware that these can span administrative and governmental boundaries and therefore need to consider the involvement of a range of stakeholders including any Fire and Rescue Service affected.

To enhance the effectiveness of the local Fire and Rescue Service and site specific plans the Fire and Rescue Service should ensure that suitable and sufficient training and familiarisation is regularly undertaken to embed understanding of local risks and intervention strategies.

When attending railway incidents, Incident Commanders must determine and establish proportionate control measures over rail vehicle movements and traction current that take into account local standard operating procedures and relevant national guidance.

Where it is necessary for the implementation of control measures, such as, stopping rail vehicle movements and traction current being switched off, it is recommended that confirmation of implementation is received from the rail infrastructure manager before committing crews.

The rail industry has agreed not to unreasonably delay the implementation of proportionate control measures requested by the Fire and Rescue Services. However it must be recognised that some delay may occur for public safety purposes. Issues relating to public safety may be remote from any incident.

In some, extremely rare, circumstances the need for immediate action may be such that it may not be possible for Incident Commanders to await confirmation of implementation of control measures prior to committing crews. Such circumstances can include incidents where a delay in intervention could result in a saveable life being lost or preventing catastrophic escalation of the incident.

Where it is necessary for operational crews to work on or near the railway, Incident Commanders must ensure that appropriate safety officers are appointed and that they are adequately briefed.

Due to the complex and specialised nature of railway incidents, effective liaison at an early stage is essential. Incident Commanders must ensure that timely and appropriate liaison is established with the 'Responsible Person at Silver' or in their absence with Rail Control via Fire and Rescue Services Control.

Resolution of railway incidents is usually dependent upon the interoperability between a number of emergency responders and agencies. It is therefore essential that Incident Commanders identify all relevant agencies and duty holders and establish appropriate communications at an early stage.

When developing tactical plans for dealing with railway incidents, Incident Commanders will need to use knowledge of pre-planned intervention strategies and take into account all aspects of the circumstances of the incident (e.g.; rolling stock contents, topography, and other features) to ensure that fire fighting, and rescue techniques and tactics are appropriate.

A significant feature of Fire and Rescue Services operations at railway incidents is access, egress and evacuation of the public. Incident Commanders should gather sufficient information to facilitate identification of an incident's location and appropriate access point to the infrastructure.

Railway incidents are often by nature linear, with limited access points. This can have a significant effect on the provision of equipment and personnel to scenes of operation. Incident Commanders should therefore carefully consider the affects of the geography of any incident on logistics, supply chains and crew welfare.

The ability of Fire and Rescue Service personnel to make an effective intervention is dependent on the severity of the incident, available systems and facilities, intervention strategies and the availability of resources and limitation of Fire and Rescue Services' equipment.

Railway incidents are often spread over large areas with command points remote from operations, Incident Commanders should therefore consider the early establishment of effective communications between the key points of the incident management structure.

The rail industry will normally undertake an investigation into the circumstances of any incident with any significant impact on safety or service delivery.

Fire and Rescue Services should ensure that the hand over of the scene is given to the Home Office Police Service/ Rail Accident Investigation Branch, HM Inspector of Railways from the Office of Rail Regulation, or appropriate branch of the rail industry.

29.1 Strategic planning considerations and duties

Pre-planning at a strategic level to ensure that Fire and Rescue Services develop and maintain an appropriate and proportionate response to railway incidents is fundamental to protecting the public, Fire and Rescue Service responders and mitigating the wider impact of any incident.

Planners should recognise that due to the complex and integrated nature of the national rail infrastructure, incidents may result in other related emergencies remote from the original incident. Even relatively minor incidents on a rail system have the potential for injury and significant disruption and loss, this could occur locally or over a wide area with potential national or international implications for commerce, tourism and travel.

The potential for injury applies not only to Fire and Rescue Service personnel and other category 1 & 2 responders, but also to members of the public, including those who may be held on trains not directly involved in the incident, or otherwise remote, such as overcrowded platforms and stations.

To ensure incident management is both effective and efficient Fire and Rescue Services must ensure that pre-planning is undertaken. This planning should ensure that dialogue takes place between the Fire and Rescue Service and the infrastructure manager/s for the rail systems to which they are likely to respond.

29.2 Fire and Rescue Service Act 2004 7(2)(d) and 9(3)(d) Visits

When arranging for visits to rail systems, officers should be mindful of the limitations that may apply to accessing the infrastructure. When developing detailed plans

arrangements should be made to ensure visits are arranged to limit, as far as possible, the impact on the rail system's operations.

29.3 Access

All practical and reasonable areas of access, on to the rail infrastructure these may include:

- Stations (both surface and sub surface)
- Tunnels
- Intervention points/emergency response locations
- Cuttings
- Bridges
- Level crossings
- Sidings and depots

29.4 Local planning information

Following relevant research, Fire and Rescue Services should ensure that detailed local plans are prepared to include some or all of the following information:

- Fire and Rescue Service Act 2004 7(2)(d) visits
- Access
- Rendezvous points
- premises information boxes
- Station control rooms
- Intervention points
- Ventilation systems
- fixed installations
- Communications
- Traction current supply system
- Hazardous materials
- Line speeds
- Complex locations.

29.5 Fire and Rescue Service Act 2004 7(2)(d) and 9(3)(d) Visits

When arranging for visits to rail systems, officers should be mindful of the limitations that may apply to accessing the infrastructure. When developing detailed plans

arrangements should be made to ensure visits are arranged to limit, as far as possible, the impact on the rail system's operations.

29.6 Access

All practical and reasonable areas of access, on to the rail infrastructure these may include:

- Stations (both surface and sub surface)
- Tunnels
- Intervention points/emergency response locations
- Cuttings
- Bridges
- Level crossings
- Sidings and depots
- Gates and hard standing for appliances
- Appropriate maintenance access points.

29.7 Rendezvous points

When determining the most suitable position for rendezvous points, consideration must be given to:

- Crew safety
- Access for appliances
- Effective communications
- Plans boxes
- Water supplies.

29.8 Infrastructure control rooms

An understanding of the facilities afforded by infrastructure control rooms will assist in determining the means by which an incident can be managed, these may include:

- Location
- Alternative access/egress
- Close circuit television
- Public address systems.

Note:

There are variations in the provision and location of control rooms, full use of 7(2)(d) and 9 (3) (d) visits should be made to determine the presence and location of station control rooms.

29.9 Intervention points/emergency response locations

These are locations that can be used for means of access for an emergency response. Emergency response locations will also provide integrated facilities for Fire and Rescue Service intervention and managed evacuation by the relevant infrastructure

manager incorporating train design, cross passages and rail managed evacuation trains. They may also incorporate evacuation facilities for members of the public. They can vary greatly from basic access stairs to complex purpose built structures. Crews should be aware of the following features:

- Location
- Rendezvous points
- Access arrangements
- Plans
- Water supplies
- Communication facilities.

29.10 Ventilation systems

Some sub-surface stations and rail tunnels now have ventilation systems which may assist in the control of the fire/accident environment. Crews should be aware of the type, location, and operation of the control systems. Types of system are described in some detail in national guidance for dealing with incidents in tunnels and underground.

Note:

At incidents involving fire or hazardous materials ventilation systems should not be turned off or re-configured until a risk assessment has been made and the full consequences of these actions to the public, fire-fighters and any fire development are known.

29.11 Fixed installations

Fixed installations to assist fire fighting operations are provided in some locations throughout the rail infrastructure. The location, use, and implications of their operation should be known and understood. Fixed installations available may include:

- Automatic fire detection systems
- Sprinkler systems
- Inert gas systems
- 110v electrical supplies for Fire and Rescue Service use fire mains/hydrants
- Communications systems.

29.12 Traction power systems

Rail vehicles use one or more of the following types of traction power; electricity, diesel, steam or battery. Identification of the power systems present during the planning stage will inform fire fighting tactics and enhance fire-fighter safety.

29.13 Hazards to fire-fighters

In general, the number of hazards facing fire-fighters and the likelihood of the associated risks occurring will vary in line with complexity in the rail infrastructure and

its geographical location. This information should be considered in conjunction with the national generic risk assessment and technical information within this guidance.

29.14 Types of rail vehicles

There are many different types of rail vehicles in use across the infrastructure with wide variations in physical dimensions, capabilities, construction materials, use and location of on board facilities eg; generators, data recorders etc. This degree of variation can significantly affect the risks to fire-fighters, and it is therefore imperative that plans include the risk critical aspects of vehicles that are likely to be encountered.

29.15 Complexity

At many locations different rail systems may interface, these areas will be under the control of more than one infrastructure manager, often with a significant degree of complexity. When developing plans for these locations, Fire and Rescue Services should be aware that different infrastructure managers may be involved at the same incident. Plans should identify how the infrastructure managers for these locations work with others to secure fire-fighter safety.

29.16 Considerations

Initial call handling

As with any incident the handling of the initial call is of critical importance to ensure that the correct predetermined attendance (PDA) is mobilised. In handling the call the mobilising centre operator will need to gather as much information from the caller as possible. If there is any doubt as to the size and scale of the incident, the predetermined attendance should be scaled up rather than down

29.17 Assess the level and scale of the incident

Mobilised crews may contact infrastructure manager via Fire and Rescue Service Control whilst still en-route. This could provide additional information regarding the location, access locations and type of incident. This may be particularly useful in remote areas.

29.18 Mobilise appropriate resources

Specific risks will attract a range of different mobilising solutions; these will normally be determined in the planning stage and may include variations in weight of attack, attendance to specific locations, dual attendances, specialist resources and advice. Fire and Rescue Service Controls should utilise any site specific plans to enhance mobilising information to crews, particularly when mobilising to complex locations within the rail infrastructure such as large termini or underground complexes.

29.19 Access incident specific information en-route

A key aspect for dealing with incidents on the rail infrastructure is securing safe and effective access to the scene. This will often form part of predetermined intervention

strategies for known locations, however for large parts of the infrastructure it is essential to narrow down the possible location so that appropriate points to enter the infrastructure can be identified.

- Mobilised crews should combine local knowledge with site incident specific information from on board systems whilst en route to identify: rendezvous points, predetermined on arrival tactics, points for initial information gathering on arrival
- Mobilised crews should use any available information to consider the likely risks, hazards and control measures they may face when mobilised to certain known parts of the rail infrastructure
- Mobilised Incident Commanders should use available information to select and implement safe systems of work when mobilised to certain known parts of the rail infrastructure including wind direction and topography.

29.20 Notify relevant agencies

Fire and Rescue Service Controls should maintain contact details of infrastructure managers for rail networks that their Fire and Rescue Service may attend. This will allow information to be gathered in a timely manner and support the effective passage of information between the relevant parties.

On most occasions infrastructure managers will be aware of incidents occurring on their infrastructure; however it is good practice for Fire and Rescue Service Controls to inform the relevant infrastructure manager of any incidents being attended by their Fire and Rescue Service.

Resolving incidents on the rail infrastructure is often a result of a multi-agency effort. Fire and Rescue Service Controls should consider sharing relevant details about calls being attended by their Fire and Rescue Service with surrounding Fire and Rescue Services, other category 1 responders and attending agencies.

Early dialogue between Fire and Rescue Service Controls and infrastructure managers will assist with the identification of:

- Location and access
- incident type.

This will be particularly useful where Fire and Rescue Service resources may be travelling long distances, or where the call is to complex areas of the infrastructure.

29.21 Confirm location

Railways can be located in remote, rural or built up urban areas comprising of simple or complex infrastructure. To counter this and to assist with pre-planning and risk management on arrival, it is essential that Incident Commanders make every effort to identify the precise location and appropriate access points to the infrastructure.

On determining the precise location of any incident, Incident Commanders must ensure that an appropriate message is sent to Fire and Rescue Service Control confirming location.

29.22 Confirm incident type

There are various types of incident which fall into the above categories such as:

- Fire on Infrastructure, • Fire on rail vehicle, • Derailment, • Person/vehicle trapped on rail infrastructure, • flooding, • Hazardous materials, • Collisions including with road vehicles or rail infrastructure ('bridge strikes'), • Explosions, • Terrorist related incident.

29.23 Identify access routes

It is always preferable for Fire and Rescue Service crews to gain access to the infrastructure by means designed for public or Fire and Rescue Service access purposes. This principally involves:

- Stations; or, • Emergency response locations/ intervention points, • Purpose built walkways.

These locations would normally be preferred as a means of access. The principal advantage is that Fire and Rescue Service facilities are normally provided to assist operations and protect people from harm. Alternative access can be obtained by using facilities such as:

- Use of rail vehicles, designed for carrying passengers (this does not include open flat bed rail wagons), • Access gates, • Level crossings, • Cutting through fences.

The Incident Commanders will assess the urgency of the situation when determining the most appropriate method of accessing the infrastructure.

Some Fire and Rescue Services have obtained specialist vehicles for use at rail incidents to mitigate access issues to specific infrastructure.

Fire and Rescue Service personnel must not move from an area intended for normal public use (e.g. station platforms or the public highway) to an area *on or near the railway*, where there is a hazard from rail vehicles or the infrastructure, without first implementing appropriate control measures. Any signage provided should be considered as part of any risk assessment.

29.24 INCIDENT TYPE

- Rescue

Rescue operations at railway incidents could range from a single person trapped by a rail vehicle, to extremely complex and large scale operations, involving multiple rescues and casualties, undertaken over several days.

- Fire

Fires could range from a small smouldering fire, through to rail vehicle carriages becoming fully involved, at inaccessible locations.

- Hazmat

Incidents could range from leaking valves, through to significant spillages or ruptures of goods in transit. In addition to any hazardous materials that may be found on or in vehicles and infrastructure.

29.25 LEVEL OF CONTROL

The first objective is to establish an environment for responders and casualties that proportionately protects against the hazards presented by the rail system and the incident to be confronted.

Stopping trains and/or isolating traction current should only be requested in order to save life or property. Consideration should be given to running trains 'at caution'.

Incident Commanders will need to determine the level of controls to be applied to the incident balanced against the potential risks caused to people stranded on trains, remote from the incident, as well as the associated disruption and cost to the rail industry. This assessment may include:

- Passengers alighting from trains that have stopped outside stations and walking along tracks that are still live
- overcrowding of trains and platforms
- Physical and mental distress of passengers held on trains potentially made worse by hot or cold conditions, or failure of air conditioning particularly when in tunnels
- Disruption to trains over a widespread area.

Intervention by the Fire and Rescue Service may lead to increased risks to fire fighters, long delays, increased risk to passengers and the economic loss. Consequently, there may be circumstances when least risk is represented by allowing a small fire to burn itself out under monitored conditions from a safe distance.

29.26 Closing the incidents

Scaling down Fire Service operations

Handover/ownership of railway

Facilitate debriefs

Facilitate post incident reporting

Maximise learning

Considerations

Scaling down Fire and Rescue Service operations

This is an important phase of the incident and statistically a phase when accidents and injuries are prevalent. There is therefore a need to maintain effective command and control throughout this phase of the operations, which is likely to include:

- Continued dynamic management of risk and a record of Incident Command decisions

- Scene preservation in conjunction with advice from police / Rail Accident Investigation Board
- Decontamination of equipment and personnel
- Personnel welfare
- Safe recovery of Fire and Rescue Service equipment.

29.27 Ownership/handover of railway

At the end of a Fire and Rescue Service operation it will be necessary to identify on-going ownership of the incident scene, i.e. Highway Agency, local authority, private enterprise, railway authority, in order that correct handover procedures can be put in place.

In most cases the railway will be handed back to the infrastructure manager, in this instance the Fire and Rescue Service Incident Commander should inform the infrastructure manager on scene and via Fire and Rescue Service Control that Fire and Rescue Service operations are complete, this will indicate that all Fire and Rescue Service personnel and equipment are now outside of the hazard zone (i.e. 3 metres). The railway is now handed back to infrastructure manager.

Where a handover of command of the incident takes place from the Fire and Rescue Service Incident Commander to a responsible person from another agency, such as the police, or Rail Accident Investigation Branch there must be a full and thorough exchange of information which should be recorded at a Silver meeting as part of the ongoing risk assessment process (see appendix 1), and should include the following:

- The current Incident Commander,
- The identification of the responsible person taking over the incident.,
- Who has track possession,
- Geographical extent of the possession,
- The risk assessments in place,
- Safe systems of work being employed,
- Actions that have been taken including rescues and number of casualties, fire fighting etc.,
- What actions are currently taking place,
- Any personnel still deployed, and what agencies they are from,
- Any equipment still deployed,
- Location of any hazardous materials,
- Hazardous or unsafe structures
- Environmental considerations,
- Contact details of relevant agencies that may be required to bring the incident to a satisfactory conclusion.

29.28 Facilitate debriefs

As with similar types of major incident the Incident Commander will need to ensure the relevant records and information are made available for internal, inter-service and inter-agency post incident debriefs, which may include:

- On scene hot debriefs,
- Structured Fire and Rescue Service internal debriefs,
- Structured multi-agency debriefs,
- Critical incident debriefs (trauma aftercare).

Facilitate post incident reporting

All railway incidents will be subject to some degree of post incident reporting. The extent and detail of any reporting will depend on the scale and severity of the incident. Compilation and circulation of multi-agency major incident reports may be determined by the strategic co-ordination group in line with National Policing Improvement Agency guidance for emergency procedures.

Internal reports or other documentation may be disc losable and may be used in coroners or criminal court proceedings. Incident Commanders and the Fire and Rescue Service should consider the need for the following to be created and maintained during any incident and make appropriate arrangements for the security and availability of this information following any incident. Information sources may include:

- Contemporaneous notes and/or statements from Fire and Rescue Service personnel
- Continuous record of Fire and Rescue Service mobilisations and messages
- Decision logs
- Internal Fire and Rescue Service investigations and reports
- Incident recording systems.

29.29 Maximise learning

Fortunately serious rail incidents are rare and therefore when these occur Fire and Rescue Services should seek to maximise the benefits to the Fire and Rescue Service as a whole. The Fire and Rescue Service should consider the following as opportunities to measure and benchmark performance, identify potential for improvements and share lessons learned.

- Interagency liaison officer operational guidance
- Fire and Rescue Service intervention strategies
- Fire and Rescue Service policies and standard operating procedures
- Fire and Rescue Service training
- Equipment failures and successes
- Lessons learnt and shared with other authorities and the Fire and Rescue Service.

Chapter – 30

ACTION PLAN FOR DIFFERENT EXIGENCIES

30.0 Earthquake

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

30.1 Landslide

- Whenever landslide is expected / experienced due to heavy down pour all train service to be regulated.
- Rescue team to be rushed for restoration work.
- Vulnerable areas prone to land slide in Palghat Division are:
 - (i) Km 181 / 200-400 at PADIL Yard
 - (ii) Km 8/0-10/0 between PADIL and TOKUR stations

30.2 Floods

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

- Bridge watchman to be provided at vulnerable points to inform flow of water.
- Shifting all and movable equipment around the bank.
- If time permits sandbag dykes can be constructed to ensure safe passage of trains..
- Regulate the train service till the flood recedes.
- Evacuate people on trains at station and move them to a safer place.
- Contact Fire brigade, Navel Army, Air force, Local boat men and arrange Divers and boats.
- With the co-ordination of local authorities the Engineering Officer / Supervisor or other supervisors at that station shall arrange temporary shelter in nearby schools, marriage halls, community centers etc.,
- If necessary arrange coaches to accommodate the affected temporarily.
- Seek assistance from voluntary organizations and arrange drinking water, food, medicines etc., .
- RPF and GRP in co-ordination with local police shall arrange protection.

- Keep communication with Divisional Control Office.
- When People are marooned by flood, arrange air dropping of food packets, clothes etc., with the assistance of civil administration.
- Contact SJAB (St. John Ambulance Brigade), local doctors and provide medical care to the affected.

30.3 Cyclone / Storm

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

- Stop the train clear of cuttings, bridges and embankments.
- Guard, Loco Pilot and other Railway servants on train shall keep open windows and doors of all coaches.
- Station Master shall not start trains when the wind velocity exceeds the permitted level of 41 knots/72 kmph.
- Make announcement frequently to warn the public about the storm / cyclone.
- Take all necessary action to provide shelter and other assistance as in the case of flood.

30.4 SUMMARY OF NDMA GUIDELINES ON EARTHQUAKES AND FLOODS.

Railway Infrastructure	Earthquake Proneness Review	Flood Proneness Review
<ul style="list-style-type: none"> • Railway Track Formation (incl. station Yards, bridges/culverts, ROBs/RUBs, etc. • Buildings housing signaling gears like RRI, SSI etc. • Buildings in open line maintenance work centers like loco sheds, Coaching depots etc. • Station buildings • Control room, 	<ul style="list-style-type: none"> • New Construction: <ul style="list-style-type: none"> - Must be earthquake resistant. • Existing Infrastructure <ul style="list-style-type: none"> -Identify existing railway infrastructure falling under various seismic zones. -Review for earthquake resistant adequacy based on age, 	<p>New Construction:</p> <ul style="list-style-type: none"> • Railway Station building should be located in such a fashion that they are above the levels corresponding to a 100 year frequency or the maximum observed flood levels. Similarly they should also be above the levels corresponding to a 50 year rainfall and the likely subversion due to drainage congestion. • Government offices buildings should be above a level corresponding to a 25 year flood or a 10 year rainfall with stipulation that all buildings in vulnerable zones should be

<p>other important office building, etc.</p> <ul style="list-style-type: none"> • High-rise residential buildings, other important residential buildings • Railway hospitals 	<p>foundation and other details.</p> <ul style="list-style-type: none"> -Retrofit/rebuild to make it earthquake resistant. -Training of Engineers (at various levels). -Associated with design and construction of railway infrastructure. 	<p>constructed on columns or stilts.</p> <ul style="list-style-type: none"> • Railway track at levels well above the likely flood levels. <p>Existing Infrastructure:-</p> <ul style="list-style-type: none"> • Co-ordination with flood/rain forecasting agencies to get early warning so as to introduce patrolling. Speed restriction etc. as per the provisions in Railway's SR. • Inspections of Railway Affecting Works – to be streamlined and timely ensured. • Review of waterways for adequacy and alignment and measures to modify, if needed. • Status Note on the lessons learnt from the previous flood situations in the past 5 years. • Bye-laws for buildings in flood plains. • Making existing and new buildings and infrastructure capable of withstanding fury of floods.
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30.5 Post-Earthquake Operations and Inspections

The response of railway tracks and bridges to an earthquake would depend on distance from epicenter and nature of attenuation. The post-earthquake train operations in the region shall be cautiously started.

30.5.0 Operations.

After an earthquake is reported, the operating department shall notify all the trains and engines within 150 km radius of the reporting area to either stop or run at restricted speed of 10 Km/h (depending upon intensity reported from the area) until magnitude and epicentre (and corresponding response level) have been determined by the Senior Divisional Engineer of the section. After determination of the magnitude and epicenter, response levels given in Table 1 and 2 will govern the operations.

Table – 1 Specified	Radius of Different Earthquake	Specified Radius
Earthquake Magnitude (Richter)	Response Level	
0- 4.99	I	No action
5.0 – 5.99	II	80 km
6.0 – 6.99	III	160 km
	II	240 km
7.0 or above	III	*
	II	*

As directed by CBE, but not less than the radius specified for Earthquakes of magnitude between 6.0 – 6.99 of Richter scale.

Table –2 Details of Response Level

Response level Details

I	Resume maximum operation speed. The need for inspections will be determined by Sr. DEN responsible for maintenance of P.Way.
II	All trains and engines will run at restricted speed of 30 Km/h over all Major, Important and Girder bridges within the specified radius of the epicenter until inspections have been made by PWI, Asst PWI and ADEN and appropriate speeds established by consulting sectional Sr. DEN.
III	All trains and Engines within the specified radius of the epicenter must stop and may not proceed until proper inspections have been performed by PWI or Asst PWI or BRI or ADEN and appropriate speed restrictions established by consulting Sectional Sr. DEN for damaged bridges and other locations. On all important and Major bridges, before relaxation of the speed to normal, detailed inspection should be carried out by Sectional Sr. DEN and an Engineer deputed by CBE together.

30.5.1 Post Earthquake Inspection

The following list provides a general guideline for an inspection procedure:

30.5.2 Track and Roadbed

During the post-earthquake inspection, following items shall be observed:

Line, surface and cross level irregularities caused by embankment slides or liquefaction Track buckling or pull apart due to soil movement

Offset across fault rupture, Disturbed ballast, Cracks or slope failures in embankments Slides and/or potential slides in cuts, including loose rocks that could fall in an aftershock

Scour due to tsunami in coastal area Potential for scour or ponding against embankment due to changes in water course.

30.5.3. Bridges

Following an earthquake, inspectors may need to travel by rail between bridges. River bed may get flooded, hence, to quickly reach the bearings; alternate access routes shall be made. In steel bridges following shall be observed carefully:

Displaced or damaged bearings

Stretched or broken anchor bolts, Distress in viaduct tower, Buckled columns or bracings

Tension distress in main members or bracings, Displaced substructure elements

Concrete bridge inspection shall include the following, Displacement at bearings,

Displaced substructure elements, Cracks in superstructure

Cracks in substructure.

Inspection team shall also look for items which may fall on track. At an ROB, attention shall be given to reduced span at bearings, damages to column and Restrainer system. If there area adjacent buildings to railway track, then such buildings shall also be inspected to ensure if they can withstand aftershocks. Inspection team shall also look for damages to the power lines passing over the track

30.6 Bomb threat / Blast

Person receiving call regarding bomb threat :

- Should attempt to gain as much information as possible from the caller like type of device, time set, location, reason / purpose of the act, dialect mannerism and identity of the caller.
- The person receiving call should inform and alert the disaster management team (Bomb detection squad).
- Also, alert police, fire brigade and explosive department.
- Pass the information to all departments concerned.
- Take initiative for evacuation of all from the premises.
- Person noticing a bomb like object, should bring it to the notice of the nearest available officer.
- Inform Railway Police, RPF, Bomb detection squad.
- Ensure all persons are away from the spot and to avoid unnecessary crowding near the area.
- Inform control to take further steps of regulating the train services.
- Wait for clearance from the Police department to restore normal working.
- Utilise "Caller ID" facility if provided to trace the caller.

Chapter-31

NDMA's GUIDELINES ON DIFFERENT DISASTERS

(1) PREVENTION AND MANAGEMENT OF HEAT WAVE

Heat wave is period of abnormally high temperatures, more than the normal maximum temperature that occurs during the pre-monsoon (April-June) summer season. Heat waves season typically occurs from March to June, and in some rare cases, even extend up to July. On an average, five six heat wave events occur every year over the northern parts of the country.

States in India, experience a severe heat wave year after year. In 1998, heat wave in Odisha resulted in the loss of 2,042 lives. Between April to May 2015, a heat wave conditions reoccurred in India, killing more than 2000 people in country's different geographical regions.

The recommended action plan for each State can be divided into short term and long-term measures based on its socio-cultural context. Short term interventions like development of protocols and standard operating procedures for each department, improving communication activities, water crisis management, making all work places safe, and provision of medical treatment, drinking water facilities and wash rooms at work place and other strategic interventions can save many lives. Long term strategic like urban planning, specific budget allocation towards heat risk reduction in each department, increasing forest coverage, pollution control , promoting the use of public transport , encouraging green building and promoting sustainable growth in the cities can save lives.

(2) LANDSLIDE RISK MANAGEMENT STRATEGY

Landslide hazards rank high among the hydrogeological hazards because they pose a threat to life and livelihood ranging from disruptions of normal activities to widespread loss of life, property and distruction in large parts of mountainous region of India.

The task Force was divided into six Sub- Groups as under:-

- a) **Sub-Group I** : Generation of User -Friendly Landslide Hazard Maps.

- b) **Sub-Group II** : Development of Land slide Monitoring and Early Warning System.
- c) **Sub-Group III** : Awareness programmes
- d) **Sub-Group IV** : Capacity building and Training of Stockholders.
- e) **Sub-Group V** : Preparation of Mountain Zone Regulations & policies.
- f) **Sub-Group VI**: Stabilization and Mitigation of Landslides and Creation of Special purpose vehicle (SPV) for Landslide management.

Land slide Monitoring and Early Warning System.

The strategy document highlights the pastwork , best practices and present status in the field of Landslide Early Warning System (LEWS) rainfall threshold based modelling , ground based wire less instrumentation and real time monitoring system for landslide prediction, earthquake triggered landslide , monitoring mechanism of land slides and gap areas in land slide monitoring and development of early warning system.

For future prospects, technical recommendation for developing and implementing rainfall thresholds, Numerical Weather Prediction (NWP), Automatic Rain Gauges, Wireless Sensor Network (WSN) , Micro-Electro Mechanical Sensors (MEMS) etc. have been included.

STATE GOVERNMENT SOURCES.

State Governments of landslide prone state can make provision for landslide management head in the budget allocation of public work Department, irrigation Department, Rural Engineering Service and department of Disaster Management Development of Landslide Monitoring system & Early Warning System

Occurrence of numerous rock/soil/debris slides/flows in landslide prone regions, triggered by heavy precipitation during monsoonal precipitation (June to September) in most part of the land slide prone areas and during winter in Nilgiri hills, is of prime concern to local population and administration as these largely affect the economy and the very existence of population.

Theoretically all hill slopes can be considered as vulnerable to mass movements depending on the denudation process, human intervention and the triggering mechanism.

REVIEW OF WORK

A landslide early-warning system (LEWS) is envisaged as a system capable of modelling landslide occurrence and provide timely advance warning about the impending danger. It can be of different types, depending on the type of landslides, the target warning area and the communities to be warned.

MONITORING MECHANISM

Monitoring of landslids with appropriate technology is one of the most challenging task of landslide disaster mitigation efforts.

There are several methods of landslide monitoring based on emerging space and ground based technology.

Monitoring of Active Landslides, Monitoring of Old Landslides, Monitoring of Landslide Hazard Zones, Slope monitoring using UAV, Slope Deformation Monitoring Using GNSS, Slope Monitoring Using Terrestrial Laser Scanner., Slope Deformation Monitoring Using Din SAR

Wireless Sensor Network (WSN) Based Ground Instrumentation and Real Time Monitoring,

Slope Monitoring Using Dynamic Modelling , Slope Monitoring Using Geophysical Techniques.

(3) GUIDELINES ON DISABILITY INCLUSIVE DISASTER RISK REDUCTION

Persons with disabilities experience the impact of disasters and climate change disproportionately and are negatively affected due to additional exposure to risk than the general population. They have two to four times the mortality rate of the general population in acute onset disasters, with that of women with disabilities being even higher. Disabled citizens may rarely have personnel means of evacuation or escape due to limited resources and lack of transportation.

Beside psychological impact and sexual abuse, this population does not have adequate access to food, water, shelter and health services. There has been inadequate access to their specific needs including assistive devices, rehabilitation and interpreters.

(4) GUIDELINES ON TEMPORARY SHELTERS FOR DISASTER- AFFECTED FAMILIES

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

These guidelines are intended to help primarily:-

Government Officials from various disaster management authorities, other state and district officials from various relevant government departments.

Technical professionals, including engineers, architects and planners working in housing related agencies.

The term “temporary shelters” is commonly used in a board sense to denote shelters built immediately after a disaster to meet needs of shelter before permanent houses are rebuilt.

GUIDING PRINCIPLES FOR TEMPORARY SHELTERS

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

1. Support for recovery from a disaster is an entitlement of the affected people.
2. Affected people should not be treated as hapless passive recipients of relief but as resourceful agency.
3. The most vulnerable community members tend to be invisible or at the margins and unable to access support .
4. Temporary shelters should be disaster resistant and not cause any further injury or loss of life.
5. Use of materials and technologies that involve self-help should be encouraged . This also includes building materials and components that can be retrieved, salvaged, recycled and reused from rubble or damaged houses
6. One design doesn’t fit all. A bouquet of design and technology options is necessary to ensure that people can have a shelter that’s appropriate for their needs.
7. Temporary shelters should be durable at least until permanent house is reconstructed.

8. Socio- technical facilitation of shelter process is not just a matter of certain tools and techniques but requires a mind set and perspective of enabling the community.
9. If collective community efforts are facilitated well and in a timely manner, early recovery shelter process can become an active precursor to effective owner-driven housing reconstruction program later.

(5) GUIDELINESS ON PREVENTION AND MANAGEMENT OF THUNDERSTORM & LIGHTNING/ SQUALL/DUST/HAILSTORM AND STRONG WINDS

Structural Mitigation Measures

The most effective structural measures against thunderstorms, lightning, squall and strong winds are meant to protect against the strong, high-speed winds and against the electric discharge due to a lightning strike.

(a) Protection Against Strong Winds

During cyclonic conditions, strong winds are able to reach velocities of more than 200 km/hr. The cyclonic winds are also associated with pressure differentials that can cause a huge pressure difference between the outside and the inside of a building resulting in a higher net effect of the wind storm. These high-velocity winds can cause severe damage to light structural and non-structural systems such as claddings. Since the arrival of cyclonic storms is accompanied by suitable warnings, it is expected that people will not be found outdoor during a cyclonic storm. People are, therefore, safe against the most harmful effects of the high wind velocity provided they are inside cyclone shelters or other well-constructed buildings.

During strong winds associated with thunderstorms or squalls, the wind velocity is high but it rarely reaches cyclonic levels. Typical wind speeds during thunderstorms are in the range of 50-80 km/hr. During severe thunderstorms, the wind speeds may reach around 100 km/hr. The wind velocity is highest in storms that are associated with extensive lightning activities.

Structures do not require any special protection against storms with wind speeds up to 100 km/hr if they are designed and constructed as per approved standards.

Buildings that are constructed informally or those which are made using non-engineered materials may not be able to resist the wind forces. These may get damaged even in low wind speed unless special protection mechanisms are adopted. In general, components that provide large areas for the application of wind forces are the first to be damaged. They can become loose and pose a threat to humans as flying debris. In buildings that use lightweight sheets for roofing, the panels may collapse on occupants.

Protection against the lightweight panels under such wind speeds can be provided by properly securing them with their supporting frames. The connection has to ensure that shearing or punching is avoided. Also, it has to be ensured that the panels themselves have the requisite strength to withstand the wind force. The supporting frames also need to have adequate strength to safely transfer the forces imposed on them.

(b) Protection Against Lightning - Lightning Shields

Installation of lightning arrestors and sound earthing for each building is essential. Lightning shields are the most commonly employed structural protection measure for buildings and other structures. A lightning shield consists of the installation of a lightning conductor at a suitably high location at the top of the structure. The conductor is grounded using a metal strip of suitable conductance. The grounding of the conductor is also specially designed to ensure rapid dissipation of the electrical charge of a lightning strike into the ground.

Lightning shields are not foolproof in their effectiveness. The ability of lightning shields to complete the cloud-to-ground circuit depends on several variables such as the height of the conductor, the shape and size of adjoining structures or natural conductors. The cone of protection is also highly variable and the angle of protective cone decreases with the increase in height of the shield's conductor. Very tall buildings may require lightning conductors at intermediate levels of the building in addition to the ones at its roof.

Internationally, lightning shields are not used for the protection of open areas such as agricultural fields due to their very high cost and reliability issues. However, they are found to be very effective for the protection of individual structures or groups of structures in an area.

4.4. Action – Before, During and After**(a) Before Thunderstorm and Lightning**

To prepare for a thunderstorm, you should do the following:

- i) Do remember that vivid and frequent lightning indicates the probability of a strong thunderstorm.
- ii) Build an emergency kit and make a family communication plan.
- iii) Remove dead or rotting trees and branches that could fall and cause injury or damage during a severe thunderstorm.
- iv) Postpone outdoor activities.
- v) Remember the 30/30 Lightning Safety Rule: Go indoors if, after seeing lightning, you cannot count to 30 before hearing thunder. Stay indoors for 30 minutes after hearing the last clap of thunder.
- vi) Secure outdoor objects that could blow away or cause damage.
- vii) Get inside a home, building, or hard top automobile (not a convertible). Although you may be injured if lightning strikes your car, you are much safer inside a vehicle than outside.
- viii) Remember, rubber-soled shoes and rubber tyres provide NO protection from lightning. However, the steel frame of a hard-topped vehicle provides increased protection if you are not touching metal.
- ix) Unplug appliances and other electrical items such as computers and turn off air conditioners. Power surges from lightning can cause serious damage.
- x) Shutter windows and secure outside doors. If shutters are not available, close window blinds, shades or curtains.
- xi) Unplug any electronic equipment well before the storm arrives.

(b) Before/During a Hailstorm

- i) Farmers are advised to use hail net for orchard crops to protect from mechanical damage.
- ii) Provide support to banana crops, young fruit plants and cropping up in sugarcane crop/staking of vegetables to prevent the crops from lodging.
- iii) Keep harvested produces at a safe place.

- iv) Keep cattle/goats indoor during a hailstorm.

(c) During Thunderstorms and Lightning

If thunderstorm and lightning are occurring in your area, you should:

- i. Use your battery-operated radio/TV for updates from local officials.
- ii. Avoid contact with corded phones and devices including those plugged for recharging. Cordless and wireless phones not connected to wall outlets are OK to use.
- iii. Avoid contact with electrical equipment or cords.
- iv. Avoid contact with plumbing or pipes. Do not wash your hands, do not take a shower, do not wash dishes, and do not do laundry. Plumbing and bathroom fixtures can conduct electricity.
- v. Stay away from windows and doors, and stay off porches.
- vi. Do not lie on concrete floors and do not lean against concrete walls.
- vii. Avoid natural lightning rods such as a tall, isolated tree in an open area.
- viii. Avoid hilltops, open fields, the beach or a boat on the water.
- ix. Take shelter in a sturdy building. Avoid isolated sheds or other small structures in open areas.
- x. Avoid contact with anything metal - tractors, farm equipment, motorcycles, golf carts, golf clubs, and bicycles.
- xi. If you are driving, try to safely exit the roadway and park. Stay in the vehicle and turn on the emergency flashers until the strong rain ends. Avoid touching metal or other surfaces that conduct electricity in and outside the vehicle.

(d) After lightning strikes a human being

If lightning strikes you or someone you know, call for medical assistance as soon as possible. You should check the following when you attempt to give aid to a victim of lightning:

- (i) Breathing – If breathing has stopped, begin mouth-to-mouth resuscitation.
- (ii) Heartbeat – If the heart has stopped, administer Cardiopulmonary Resuscitation (CPR).
- (iii) Pulse – If the victim has a pulse and is breathing, look for other possible injuries. Check for burns where the lightning entered and left the body.

Also be alert for nervous system damage, broken bones and loss of hearing and eyesight.

(6) POST DISASTER NEEDS ASSESSMENT

The process for successful post-disaster needs assessments normally carries the following sequence of events:

1. Gathering of updated baseline information that describes the existence and availability of capital and physical assets in the affected area as well as the manner in which goods and services are produced and consumed by the population . This will serve as the basis for comparison of non- disaster to post disaster conditions.
2. Field visits to affected areas by sectoral assessment teams in order to estimate the extent of destruction of physical assets and the negative effects on the production of goods and service arising from the disaster. This will enable the estimation of the value or cost of the effects of the disaster (damage and production flow changes)
3. Aggregation of sectorial disaster effects, ensuring no double or multiple accounting, to estimate the total value of damage and production flow changes caused by the disaster.
4. Estimation of disaster impact at different levels of analysis.
Macro-economic impact analysis, including impact on growth of Gross Domestic Product (GDP), external sector, and fiscal sector, nationality, as well as the level of states.
Personal or household impact analysis, including impact on employment, income and expenditure leading to estimation of disaster impact on human development and on the achievement of Millennium Development Goals (MDGs)
5. Estimation of post-disaster financial requirement or needs for :
Recovery of personal income, access and provision of basic services, and of normal production levels of activity.
Reconstruction of destroyed assets including introduction of disaster risk reduction measures.
As a tool for planning and monitoring of progress in the recovery and

reconstruction programs, a recovery framework to define the scope, specific targets and goals , and calendar of activities may be developed after completion of the post-disaster needs assessment.

(7) STUDY REPORT ON GAJA CYCLONE LESSONS LEARNT

Every disaster response, if analyzed, helps us to learn lessons to respond better in future. Some of the lessons learnt from Tamilnadu Gaja cyclone are:

- State Governments should convene pre-monsoon meetings to review the preparedness for cyclones and other weather related disasters with defined roles and responsibilities of various stakeholders.
- Regular mock-exercises should be conducted, involving all stake holders.
- TNSMART, the web-GIS based application should be operationalized for better results in management of cyclone and other disasters.
- Updation of resource inventory on India Disaster resource network (IDRN).
- Provision for underground cabling in coastal areas to prevent disruption of power supply.
- Training of community volunteers as first responders with specialized skills on search & rescue, evacuation, first aid, cutting of fallen trees etc.
- Proper documentation of learning from past and subsequent disasters for better preparedness and development of effective strategy for future.

Recommendations

Based on the study, following recommendations are provided for better management of cyclones not only in Tamil Nadu but also in all the cyclone prone coastal States/ UTs:

- HRVA needs to be done on priority basis for all the districts.
- Strengthening of SDRF, Fire Services and other agencies engaged in response and rescue.
- Community volunteers, including women, should be trained in specific skills for search & rescue, evacuation, first aid etc.
- A mechanism for supply chain management needs to be established for smoother procurement, transportation and distribution of relief supplies.
- As a matter of practice, the kit of relief articles to be distributed during

disasters to affected households should be prepared in advance.

- List of Geographical Coordinates of identified strategic rescue and relief points to be included in the SDMPs/ DDMPs.
- Alternate livelihood opportunities for fishing and farming community.
- Utilizing labour under National Rural Employment Guarantee Scheme with provisioning of fund from State budget and Corporate Social Responsibility to maintain clean water bodies.
- Institutional mechanism and Standard Operating Procedures need to be formulated for seeking assistance from neighboring districts and states.
- Application of impact-based forecast using socio-economic data up to village level.
- The State Disaster Management Plan (SDMP) should be periodically reviewed and updated, incorporating learning from subsequent disasters. All the districts should have their District Disaster Management Plan (DDMP) with periodic revision and updates.
- Should focus on Cyclone resistant building designs and construction to minimize economic losses.
- Business Continuity Planning for B2B and B2G may be encouraged for essential sectors.
- Need based relief measures should be promoted.
- A pool of Multi-skilled trained volunteers needs to be created at district and village level.
- Use of NCC, NSS, Industry and community volunteers for removal of trees from interior as well as main roads.
- Universal accessible designs need to be implemented in all Multi-Purpose Cyclone Shelters.
- Promoting solar systems for ensuring emergency electricity supply.
- Inter-departmental coordination needs to be ensured.
- Strategies should be developed based on the return period of cyclones, as well as increasing frequency of hydro-meteorological events due to changing climate.

Chapter – 32

CRISIS MANAGEMENT PLAN (CMP)

32.0 Terrorism / Security related Crisis

1. Crisis like explosions on the Railways, large scale sabotage involving blowing up of bridges and tracks require assistance of a more elaborate nature from outside Ministries or other agencies which may have to be tackled at the national level. Under such, Railways need to take the help of other Government and Non-Government agencies for their expertise. Contact details of all such agencies should be included in the Disaster Management Plans of Zonal railways and divisions, which should be updated once every year in January. In addition to the hard copies, Railways should also have the web-based electronic versions of Disaster Management Plans on their Rail net server for expeditions search of the key information at the time of crisis.
2. Under these situations, the instructions contained in the Railway Accident Manual / Disaster Management Plan would be applicable with suitable modifications as required by local circumstances. In these situations the GRP and civil police would play a more important role as they be investing the criminal case relating to sabotage / explosion, which would need a lot of assistance from the Railway authorities. While Co-ordination among different railway agencies would be done by the senior-most Railway officer present at the site, he should specifically nominate a senior RPF officer to co-ordinate with the police agencies.
3. In case of large-scale incidents of sabotage or explosion on railways, requiring assistance from Ministry of Home Affairs, Cabinet Secretariat and the State Government, Director General, Railway Protection Force, will coordinate on behalf of the Railways as convener or CMG for this crisis.

32.1 Role of other Ministries / Departments

- i. Ministry of Home Affairs is the nodal agency to deal with this crisis situation. Railways at operational level will render help and assistance and will facilitate to the deal with this crisis on the railway system.

- ii. Intelligence agencies will keep informing the railway administration and the local police about the likely terrorist attacks / sabotage on the railway system. Local police will co-ordinate and liaison with railway authorities in warning of any imminent danger.
- iii. Local police responsible for the maintenance of law and order in that region will have SOPs in place in co-ordination with all the other agencies like Railway Protection Force, Govt. Railway Police, locally deployed staff of the railway to guard vulnerable railway installations like major railway stations, trains, vulnerable locations, etc., It will act according to this SOP on receipt of intimation of any terrorist/security related crisis. It will take command of the situation and order the railway authorities at the site of the incident to facilitate their operation. It will cordon off the affected area to facilitate the rescue, relief and restoration work.
- iv. Civil administration will alert government and private hospitals and rescue resources to reach the site to take care of the victims. Trauma centers, if any, in the region should be alerted to receive the victims for their expeditious treatment.
- v. Local civil administration will organise surveillance of the terrorism prone area after the event to preclude another happening.
- vi. MHA will activate National Security Guards and help from other security related agencies to reach the site of crisis and take over from the local personnel for larger operation.
- vii. MHA will also requisitioned National Disaster Response Force, if so considered essential for the crisis and will direct the force to reach the place of crisis.
- viii. Ministry of Health and Family Welfare is procuring a container based mobile hospital. Once it is in position, it can be deployed for major disasters, if the situation so warrants.
- ix. Ministry of Defence will mobilize defence personnel to take over the crisis situation as per the need.

32.2 Managing Crowds

i. Guidelines by NDMA.

National Disaster Management Authority (NDMA) has issued a guide for administrators and organizers of events and venues for managing crowds in 2014.

The scope of the guidelines involves study of past crowd disasters, framework for administrators to plan and manage events better, to provide practical guidelines to venue managers and event organizers etc.

ii. Salient features of NDMA guidelines.

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

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

32.3 CROWD CONTROL AND MANAGEMENT OF RUSH AT RAILWAY STATIONS DURING FESTIVALS:

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

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

The District Administration has to regulate and control the entry of more than this number beyond which (in 1-2 hourly slots)) the Railway would be unable to evacuate. Specific defined areas of jurisdiction for crowd control and duties assigned to GRP/RPF and the city Police needs to be placed on record much before the expected days of rush. Close coordination has to be maintained between the 3 wings of security personnel Civil Police GRP and RPF and areas of responsibilities well defined.

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

Chapter-33

DISASTER MANAGEMENT TRAINING

33.0 Disaster management training in Railways.

33.1 National Institute of Disaster Management (NIDM)

National Institute of Disaster Management (NIDM) has been envisaged as apex body on Disaster Management training & research in the country under the Disaster Management Act. 2005. NIDM runs several multi-disciplinary training programmes including the programmes on transportation related disasters in which Railway officers have also been invited to attend. Services of NIDM may be made use of , if required , for training Railway officials in Disaster Management at IRITM, Lucknow. Most of the status also have DM Training Institutes funded by the Centre.

33.2 DM Training in Zonal Railways and Divisions.

With the enactment of the Disaster Management Act. Indian Railways have also taken several initiatives to revamp Disaster Management Training. Presently, training on disaster management of various tiers of Railway officials does not envisage newer concepts like integration of disaster management into developmental planning, leveraging on the strengths of other non-railway agencies etc. Till now any training on the subject of Disaster Management implied subjects connected with Train Accidents only. There was no training given for natural calamities or for terrorism related items. With the adoption of this concept the training requirements for Lower, Middle and Higher Management officials of the Railways needs to be re-oriented to cover these concepts. Hence the subjects of Disaster Management are more vast and varied. With a view to strengthen and revamp the Training on Disaster management being imparted to several tiers of railway officials through Railway Training Institutes. Board has decided the following training schedule:

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

2	Middle level Management (SG & JAG Officers)	Some of the latest and relevant topics are included in the AMP and MDP programmes being delivered at NAIR/BRC IRITM, LKO is conducting a special module on Disaster Management developed by them. Frequency of training: Every SG/JAG officer need to undergo the module once every five years either at NAIR as regular MDP/AMP course or special DM module at IRITM.
3	Lower level Management (SS & JS officers including serving Group B Officers.)	Disaster Management training to be imparted as IRITM/LKOP Frequency of training: Once every five years.
4	Probationers and Group B Officers attending induction courses.	Topics listed in annexure 4 of detailed instructions are to be covered during the regular training programme at NAIR/Vadodara. Frequency of training: As part of the course.
5	Surprise of all frontline departments (Mechanical, Electrical, Engg. , S&T, Traffic , Comm & Optg.)	One –week course at ZRTIs Frequency of training: Once every five years.
6	Railway staff on board passenger carrying train (TS, Dy.TS, TTEs & catering staff of Commercial Department. Coach attendants and AC Mechanics from Electrical Departments, some of the selected coach cleaners of mechanical Departments, some of the RPF escorting staff and catering staff of contractor wherever outsourced.)	Disaster management being a multidisciplinary efforts during field operations, training in groups of such on board staff is more desirable and efficient than training then category wise. Role of on board railway staff has been a matter of great criticism in most of the serious train accidents. On board staff are the first railway representatives to respond to any untoward incident and their empowerment will improve railways response in a big way. Such staff is to be trained in appropriate multidisciplinary groups at such locations in the divisions where there is concentration of such staff to obviate the need for their hostel accommodation, non-availability for longer periods etc. Such training can be imparted at the selected country wide locations to cover maximum number of staff in

		<p>short period of time. This training can also be imparted in the Customer Care Institute. Only few select staff of Mechanical, Electrical (AC), RPF is to undergo this training who are deputed to escort trains. This training will be made mandatory in a phased manner for any staff to go on –board a passenger train. The staff of catering contractor is also to be imparted this training in Phase 2 to leverage their physical presence.</p> <p>Frequency of training: Once every three years.</p>
7	Nominated ARMV and ART staff of Mechanical and Medical departments	<p>Composite training of mechanical and Medical staff for relief and rescue operations is planned to be given at upcoming disaster management railway institute at Bangalore.</p> <p>Doctors and paramedics nominated for ARMVs and other rescue operations should be exclusively trained on trauma care management either at some nominated specialized institutions' or- in –house. IRITM is one of the Training Institutes under considerations.</p> <p>Frequency of training: Once every three years.</p>
8	Disaster Management team of RPF staff & other RPF personnel associated with relief rescue operations.	<p>As per recommendations No. 46 of HLC on disaster Management there should be a disaster management team of RPF on each division comprising about 15 men in different ranks. Such teams should be trained in providing necessary support on relief operations.</p> <p>The existing 5 day training module should be appropriately revised to make it suitable to achieve the above objective. Each of the above teams should be trained on this module at RPF Academy at Lucknow.</p> <p>In addition, training module may be approximately developed separately for RPF</p>

		<p>Officers and staff and should be imparted at RPF Academy at Lucknow.</p> <p>The respective accident site, security at the railway premises like railway stations, trains etc.</p> <p>Frequency of training: Once every three years for disaster management team of RPF.</p>
9	RPF Officers	<p>Disaster Management training for RPF officers may be also organized in IRITM till such time the capability in RPF academy is developed.</p> <p>Frequency of training: Once every five years for other RPF officer and staff.</p>

Mechanical(Traction) is the Nodal Directorate in Railway Board for Train Accident Management which included all aspects of Policy on ART/ARME/Cranes and rescue , extrication, firefighting equipment etc. A nodal Training Institute for specialized rescue/extrication etc. for officers and for subordinates and a Safety Villages are being set up in Benglure; the work on this institute is being coordinated by Mechanical (Traction) department.

IRITM/Lucknow has been nominated as the nodal centre for training on general aspects of Disaster Management for the senior and middle level officers (including Senior Management Level Officers)

Respective Training Institutions on each zonal railway will ensure that the modules prescribed above are institutionalized and officials are imparted training to build capacity of human resource in disaster management .

Chapter - 34

GUIDE LINES FOR CONDUCTING MOCK DRILL

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

34.1 Mock Drill is a series of hypothetical accident conditions that create forces to act instantaneously to raise our level of awareness of potential accidents and our means to deal with them.

34.2 Objective:

- (a) To gauge the preparedness which requires detailed planning and keeping of all equipment in good fettle.
- (b) To integrate the operational response to measure overall performance of the exercise.
- (c) To measure performance in regard to accident restoration.

34.3 Guidelines:

- (a) Mock drill shall be conducted at least once in 3 months either during day or night. It is desirable not to repeat the drill again and again at the same time or same section.
- (b) Such drills shall not hamper regular working of trains.
- (c) It may be ensured that no inconvenience is caused to travelling public. Such drills should not lead to panic which may result in inconvenience or injury to the public.
- (d) While absolute secrecy and confidentiality shall be maintained regarding the conduct of mock drill, CSO, GM, AGM, Secy. to GM shall be advised in advance of such mock drill.
- (e) Except under instructions or orders from HQ, this drill shall be confined only to the respective divisions and on this account no traffic shall be refused from the adjoining Divisions/Railways.
- (g) Mock drill trials may end with the departure of ARME/ART. However, if

considered necessary, DRM may permit the ARME/ ART to proceed up to the mock accident site. In such cases the drill shall end with the various agencies having set up their field establishment and deployed their equipment.

- (h) During these trials, the following aspects shall be closely watched by the officer in-charge of the drill.
- (i) During these trials, the following aspects shall be closely watched by the officer in-charge of the drill.
 - (i) Turning out of ARME/ART within the prescribed time.
 - (ii) Speed of the specials.
 - (iii) Assembly of staff
 - (iv) Handling of accident relief cranes, HRDs, HREs and other rescue equipment
 - (v) Logging of events
 - (vi) Functioning of field telephones and communication network, generator sets, lighting equipment.
 - (vii) Preparedness of first-aiders and availability of medical equipment. On completion of the drill, a detailed report shall be submitted within 3 days to the Headquarters detailing: -
 - (a) Response time of ARTs/ARMEs
 - (b) Alertness and skill of the staff.

Deficiencies noticed and corrective measures initiated and any assistance required.

Chapter- 35

OTHER INFORMATION

6.03.G.R. Protection of trains stopped between stations:-

(1) When a train is stopped between stations on account of accident, failure obstruction or other exceptional cause and the Loco Pilot finds that his train cannot proceed, he shall apprise the Guard of the fact by sounding the prescribed code of whistle, or through walkie talkie or other means and exchange hand danger signals with him. Then the Guard shall immediately exhibit a hand danger signal towards the rear and check up that the tailboard or tail light is correctly exhibited and switch 'ON' flasher light if provided in the rear of his brake van. The Guard and Loco Pilot shall then immediately take the following action in the rear and the front:-

- (j) On a single line section or a section of double or multiple lines when temporarily worked as a single line Section:-
- The Guard shall either himself go back or send a competent person to protect the train. If the Guard has deputed a competent person to protect the train, then he shall go to the Loco Pilot for consultation.
 - The person going back to protect the train shall continuously show his hand Danger signal to stop any approaching train, and in addition to his hand signal, shall take detonators and place them upon the line on which the stoppage has occurred, as follows:-
 - One detonator at 600 metres from his train, to be placed on the way out and three detonators, 10 metres apart, not less than 1200 metres from his train or at such distance as has been fixed by special instructions.
 - Provided that on the metre and narrow gauge the first detonator shall be placed at 400 metres and the three detonators 10 metres apart, not less than 800 metres or as such distance as has been fixed by special instructions, from the place where the train has stopped.
 - If a person other than the Guard has gone back to protect the train, he shall after taking action as per sub-clause (b), continue to show his hand signal to stop any approaching train, until he is recalled.
 - When the Guard has himself gone back to protect the train, he shall after taking action as in sub-clause (b) depute a competent person, if available to show a hand danger signal to stop any approaching train until he is recalled, and shall himself return to his train to ascertain the cause.
 - Unless the Guard has succeeded in getting another competent person to show a hand danger signal, as in sub-clause (d) he shall after consultation with the Loco

Pilot once again return to the place at which he placed three detonators, showing his hand danger signal to any approaching train and continue to do so until he is recalled.

- When the Guard or the person deputed by him is recalled, he shall leave down the three detonators and on his way back pick up the intermediate detonator. On a section of double or multiple lines, if assistance has been asked for, or on a single line section or during temporary single line working on a section of double line or multiple lines, the Loco Pilot shall at once show a danger signal to the front, and proceed to protect the train in front in the manner prescribed in clauses (b) and (f) either by going himself or by sending his Assistant Loco Pilot or some other competent person.
- Should any train be seen approaching, the person going to protect the train shall immediately place one detonator on the line, as far away from the disabled train as possible and will continue to show his hand danger signal to stop any approaching train. If the person has already placed one detonator on 600 or 400 metres in BG or MG/NG respectively he will again place one detonator as far away from the train has met the accident.

ii) On a double line section where trains on the two lines run in the opposite direction:-

As soon as the Loco Pilot comes to know that his train has met with an accident he shall at once switch 'ON' the flasher light and

Switch 'OFF' head light and thereafter either go himself or send his Assistant Loco Pilot or some other competent person to protect the adjacent line in front in the manner prescribed in clause (i) above.

The Guard shall himself first immediately proceed ahead to assist and ensure protection of the adjacent line in front in the manner prescribed in clause(i) above and if a competent person is available send him to protect the train in the rear in the manner prescribed in clause (i) above. (*GRS Page 247*)

In case it is not known whether the adjacent line is obstructed or not- The Loco Pilot shall take action to protect the adjacent line as mentioned above.

The Guard shall proceed towards the engine watching the train carefully. If the Guard finds that the adjacent line is obstructed he shall proceed ahead to assist and ensure protection of the adjacent line as mentioned above. In case he finds that the adjacent line is not obstructed he shall after consultation with Loco Pilot, go back to protect the train in the rear in the manner prescribed in clause(i) above, if he has not already sent

another competent person for the purpose.

(iii) On a multiple line section with uni-directional traffic on the nominated lines:-

- (a) As soon as the Loco Pilot comes to know that his train has met with an accident, he shall at once take action to protect the adjacent line/lines in the manner prescribed in clause (ii) above.
- (b) As soon as the Guard comes to know that his train has met with an accident, he shall at once protect such adjacent line/lines in the manner prescribed in clause (1) above.

Note: - (i) The distance referred to as 400 metres and 800 metres on Metre Gauge and Narrow Gauge and Narrow Gauge under G.R.6. 03(b) has been increased to 500 metres and 1000 metres respectively.

(ii) The Gangmate and Gangmen shall assist Guards of trains in the placing of detonators when called upon to do so

S.R.6.03(i) When a train is stopped between stations on account of accident, failure, obstruction or other exceptional cause and the Loco Pilot finds that his train cannot proceed, the Loco Pilot shall give four short whistles and show a red flag by day and a red light moved up and down, at night, towards the Guard of the train until the Guard acknowledges this signal by repeating it.

Note: - In cases other than accidents, action as detailed in these rules shall be taken only if the stoppage is likely to exceed 15 minutes in non-automatic signaling territories

S.R.6.03 (ii)(1) Whenever the Loco Pilot of an electric/diesel loco hauled train or the Motorman/Guard of an Electric Multiple Unit of suburban train, experiences sudden jerk/heavy lurch, dropping of vacuum/Air pressure etc. or stops due to accident failure (including tripping of traction power on OHE in the electrified section) obstruction or other exceptional cause either at stations or in between stations on a section with two or more lines or having parallel tracks side by side, the Loco Pilot/Motorman/Guard (or the Assistant Loco Pilot in the event of Loco Pilot being unable to do so) shall switch "ON" the flasher light to attract the attention of the Loco Pilot/Motorman of a train approaching from the opposite direction on the adjacent/parallel track

The Loco Pilot/Motorman/Guard shall then first arrange for the protection of any adjacent/parallel line or lines as laid down in the G.R.6.03 and then only proceed to protect the line on which train is standing

In case it is not known whether the adjacent track is obstructed or not, the Loco Pilot shall take action to protect the adjacent track as said in the G.R.6.03 and the Guard in

case of Double line shall proceed towards the engine watching the train carefully. If the Guard finds that the adjacent line is obstructed, he shall proceed ahead to assist and ensure protection of the adjacent line. In case he finds that the adjacent line is not obstructed, he shall after consulting the Loco Pilot to go back to protect the train in rear, in the manner prescribed, if he has not already sent another competent person for the purpose. In case of twin single lines and parallel lines where trains run in both direction the Guard shall first protect the adjacent line/lines in the rear and then proceed towards the engine carefully watching the adjacent line /lines for any obstruction.

If subsequently the adjacent line/lines are found to be free from obstruction, the protection may be removed except where it is desired to stop an approaching train to obtain assistance.

2. The Loco Pilot/Motorman of the train coming in the opposite direction on the adjacent/parallel track, on seeing the flashing light shall immediately bring his train to stop as near the engine/cab of the train on the other line as possible and find out from the Loco Pilot / Motorman of the latter, the cause for putting on the Flaser light. Only after confirming that the line on which he is to proceed is free from obstruction, he shall resume his journey. In case he finds that the line on which he is to proceed is obstructed he shall arrange for the Guard of his train to protect the train in rear as laid down in the General Rules 6.03. However, if the train (coming from the opposite direction) is a light engine or a train without Guard, the duties of the Guard shall devolve on the Loco Pilot or on a Railway Servant deputed by him.

3. The Guard/Loco Pilot/Motorman shall first arrange for the protection of any adjacent/parallel line or lines as laid down in the General Rules 6.03. and then only proceed to protect the line on which train is standing.

4. After the train has been protected in accordance with the General Rule 6.03 the Guard and the Loco Pilot/Motorman shall proceed towards each other, on the left hand side of the train (as from the brake-van/Guard's cab towards the engine/Loco Pilot's cab) for consultation.

5. If no railway servant has been sent in order to take his stand at the spot where the three detonators have been placed, the Guard himself shall after consulting the Loco Pilot/Motorman, proceed to that spot and take his stand there until he is recalled.

6. S.R.6.03 (iii)(1) The Guard shall then, during day, fix one red flag on the side lamp bracket of his brake van (on the side where it can best be seen from the engine)

and at night, reverse the side lamp (of his brake van) on that side, to show red towards the engine; he shall also ensure that, during day, the tail board is in position and, that at night, the tail lamp and side lamps are burning brightly and then arrange to protect the rear of the train, in accordance with Rule 6.03. On seeing the Guard's stop hand signal, the Loco Pilot shall at once arrange to protect front in accordance with Rule 6.03

(2) After the train has been protected, the Guard and the Loco Pilot shall proceed towards each other, on the left hand side of the trains (as from the brake van towards the engine) for consultation.

S.R.6.03(iv) When the whole train is again ready to proceed, the Loco Pilot shall recall the railway servant protecting the train by sounding one long continuous whistle. After the railway servants have returned, the Guard shall give the signal for starting.

S.R.6.03(v) Whenever a Loco Pilot is compelled to bring his train to a stand on a steep grade, for any reason and then is unable to haul his train from the place where he has come to a stop, he shall invariably back to the bottom of the grade, come to a dead stop and then attempt to restart. He shall not try to move forward while the train is till moving backward, as this would result in the breakage of couplings. Before restarting. He shall get the signal for starting from the Guard.. The Guard shall not give the signal for starting (to the Loco Pilot) until the train has come to a dead stop after backing.

Chapter - 36

PHOTOGRAPHY AND VIDEOGRAPHY AT ACCIDENT SITE

36.0 GUIDELINES PHOTOGRAPHY AND VIDEOGRAPHY AT ACCIDENT SITE

1. While carrying out photography/videography, date and time option of camera must be activated. Resolution should be minimum Full HD for videography and minimum 2 Mega Pixel for photographs.
2. Site should be covered from one end to another in sequence, preferably from front to rear.
3. While taking photograph/video of trackside infrastructure (Track, OHE, Signals etc.), it should be ensured that the frame covers OHE Mast number/Hectometer Post number.
4. Similarly, while taking photographs of rolling stock, the loco/coach/wagon number must be covered in the frame along with OHE Mast/Hectometer Post number to the extent feasible.
5. While taking photograph of trackside infrastructure and/or rolling stock, the principal of 'whole to part' must be followed.
For example, for trackside infrastructure, the first shot (long shot) should cover entire site along with OHE Mast No./Hectometer Post No.; the 2nd shot (medium shot) should cover closer view; 3rd, 4th, 5th and so on should cover further closer view with finer and finer details.
Similarly, for rolling stock, the first shot (long shot) should cover the entire coach/wagon with coach/wagon number; the 2nd shot (medium shot) should cover particular bogie and the 3rd/4th shot (close shot) should have close-up of bogie and specific components.
6. The site must be covered up to sufficient length in rear and any abnormality must be recorded.
7. Photography/videography should be done from different angles and must cover important locations such as suspected point of mount and point of drop, affected parts of rolling stock such as wheels, any part of rolling stock dropped on track, conditions of points etc. Close-shots of these locations need to be taken. The officials of safety organization must guide in this exercise.

8. Photographs of all damages to loco, rolling stock and fixed assets (Track, Signal, OHE, LC etc.) must be taken.
9. Photograph of wheel travel marks on rail head/foot, sleepers, fastening and ballast must be taken_ Contact marks, abrasion marks and peeling of paint must be recorded.
10. At stations photograph and video of following equipment/installation must be taken:
 - (i) Panel and Block Instruments from all the sides.
 - (ii) Sealing of Relay Room and Block Instruments after the incidence.
 - (iii) Electronic Key Transmitter, Box for Emergency Key, Cable Termination Boxes in LC gates.
11. At locomotive cab, photograph should be taken of Control Stand including positions of brake handle etc.
12. In guard's cabin, photograph should be taken of emergency brake application handle/lever.
13. In case of fire, detail photography of affected site covering as applicable, parcel consignment, any inflammable material, electrical wiring, switches & panels etc. must be done.
14. While taking photographs of dead or injured, if required, care should be taken to maintain human decorum. Photographs of only facial parts be taken for identification purposes. Maximum care must be exercised in cases of female passengers and children.
15. To draw attention to specific location/component, the same may be identified by making a circle around it with chalk.
16. Any CCTV recording, if available of accident site or related areas if available, should be taken on possession by safety officials.
17. Above video recordings and photograph should be submitted to accident inquiry committee and should also be uploaded to SIMS. The video recordings and photographs should not be shared with press or any other media unless authorized by the competent authority.
18. Video recordings and photograph must be preserved at least till the finalization of DAR cases.
19. Photograph of restoration process can also be taken as required for training purpose.

36.1 PHOTOGRAPHS OF MANNED / UNMANNED LC ACCIDENTS

Based on the instructions from RB, photographs of Consequential Manned/Unmanned Level crossing accidents should be sent along with details immediately by e-mail to HQ in the following address.

cso@sr.railnet.gov.in and dycoms@sr.railnet.gov.in

The photographs should be around 800 x 600 pixel size and if it is in higher size, a picture editing software may be used to resize the pictures so that the picture size is adequately clean and around 100 kb, which can be easily sent over e-mail.

Photographs to be sent in JPEG formats only and should not be embedded in documents. It is preferable to give only a serial number to the photographs and relate the serial number to the photograph in a separate MS word document

While taking photographs of warning board, speed breakers, road surfaces etc., the view should be such that some of the surrounding area and landmarks like OHE masts, hectometer posts, LC posts should also be get included to give the proper perspective.

The photographs should clearly depict the following:

- i. Horizontal road surface at the level crossing and its width & length
- ii. Difference of level of rails at level crossing.
- iii. Condition of approach road on either side and gradient if any
- iv. Full compliment of road signs on either side of level crossing along with distance measured.
- v. Condition of Speed breakers on both side of level crossing and its distance from centre of the track.
- vi. Visibility to train.
- vii. Visibility to road user from either end, both left & right.

The photographs should be shot on the same day if the level crossing accident takes place during day time and in case the accident occurs during night, the photos should be shot in the morning on the very next day

36.2 ACCIDENT REPORT FORMAT

For LC Gate Particulars (Manned/Unmanned)

Traffic/Engg gate	Class	Gate No.	Kms
Lifting Barrier/Flap/Chain -			
TVU -		Year -	
Interlocked or Non interlocked			

Telephone provided or not provided			
Normal Position of gate	Open to road traffic/Close to road traffic		
Road Signs	Speed Breaker	Whistle Board	
Type of Road			
Visibility (in meters)	VRU	VLU	
	VRD	VLD	
Gradient, if any			
No.of accidents during last two years			

36.3PARTICULARS OF LOCO PILOT

Name			
Date of birth			
Family Members.			
Qualification.			
Head quarters.			
Grade Rs.	Pay Rs.		
Breathalyzer Test.			
(Positive=Intoxication)			
(Negative=without Intoxication)	At the time of signing on- After the accident.		
Date of Appointment.			
Promoted as Asst. Loco Pilot			
Promoted as Goods Loco Pilot.			
Promoted as Pass. Loco Pilot.			
Promoted as Mail/Express Loco Pilot.			
Date of Medical Exam	Passed	Next Due.	
With or with out Glass.			
Date of Refresher Course	Passed	Next Due.	
Safety Camp.	Passed	Next Due	

Competency	Automatic section.
	Ghat Section.
Safety Category Grading.	
Psycho Test.	
Awards/Punishments.	
Nominated Loco Inspector	
Signing On/Off.	
Rest availed before duty.	
Last trip on the section.	
Previous history of Accident , if any.	

36.4 ACCIDENT REPORT FORMAT

Southern Railway

From DRM/PGT

No.

Sub:

To:

CSO/MAS

Date:

1	Date & Time Accident	
2	Division	
3	Section	
4	Station/Block Section	
5	Gauge/Track/Electrified /Route	
6	System of working	
7	Train Particulars	
	26.11.1.1 Train No.	
	26.11.1.2 Engine No	
	26.11.1.3 Load	
8	Location	
9	Brief Particulars	
10	Rolling stock involved	
11	Causality	
12	Relief measures	
13	Officers visiting site	

14	Relief arrangements	
15	Repercussion	
16	Prime facie cause	
17	State/Head quarters/Civil District	
18	Re railed/Track certified at	
19	Cost of Damage	

Divisional Railway Manager
PALAKKAD

Chapter 37

DISASTER MANAGEMENT SCHEDULE OF POWERS

Standard Operating Procedure (SOP) for responding to Natural Disasters:-

SOP is available-

Ministry of Railways → Railway board → About Indian Railways → Railway board Directorate → Safety → Circulars → Safety Circulars → Safety (DM).

Southern Railway SOP - Updated (New)

Note: 1. Station Managers (SM) / Station Superintendents (SS) of adjoining station (s) are authorised to withdraw money from station earnings in connection with relief and rescue operations during accidents, natural calamities etc. in terms of Para 2425(8) of IRCM. SMs are empowered to make such amounts available as required for relief and rescue work, to various railway officials at site. Officials who have taken any such amount shall submit the account to the concerned SM/s SSs. It shall be the overall responsibility of the SM/ SS to give complete account of withdrawals made from station earnings within one month of the date of accident.

Sl. No	Nature of Powers	PHOD/HOD	DRM/ADRM SAG Officers in field units	Divisional officers, Extra Divisional Officers & Officers in Headquarters	Remarks
1	2	3	4	5	6
71	Disaster Management				
	(A) Procurement of additional lifesaving drugs from the market by Medical Officers at the site.	Full Powers	Full Powers	Full Powers	1. Full Powers if he is the only Medical Officer available on site. 2. Medical Officers to draw money from station collection. 3. Finance concurrence is not required. Authority: Recommendation of High Level Committee on Disaster Management Item No.31
	(B) On the Spot payment to private Hospitals for treatment of injured.	Full Powers	Full Powers	Full Powers	1. Full Powers if he is the only Medical Officer available on site. 2. Medical Officers to draw money from station collection. 3. Finance concurrence is not

					required. Authority: Recommendation of High Level Committee on Disaster Management Item No.32.
	(C) Cash imprest for ARMV in charges - for expeditious procurement of small items like fuel, food materials etc. at accident site.	Full Powers	Full Powers	Full Powers	1. Full Powers if he is the only Medical Officer available on site 2. This power to be implemented when the ARMV has to remain at the accident site for a longer period during exigencies. 3. Up to Rs.5,000/- for food materials, fuel etc., Authority: Recommendation of High Level Committee on Disaster Management Item No.41
	(D) Purchase of items for ARME including First Aid Articles.	Full Powers	Full Powers	Full Powers	1. Only for emergency purchases and not for normal day to day requirements. Authority: Recommendation of High Level Committee on Disaster Management Item No.36
(E) ART Equipment (HRE, HRD & 140 T cranes and other related equipment). (Authority: Recommendation of High Level Committee on Disaster Management Item No.36)					
	i) For planned procurement of the spares, consumables, and small tools.	PCME / PHOD / CHOD Above Rs.25 Lakhs and up to Rs.2.5 Crores CMPE/ R&L / CMPE/Ds above Rs.8 Lakhs and up to Rs.25 lakhs	Nil	SG/JAG above Rs.1.5 Lakhs and up to Rs.8 Lakhs. Sr Scale up to Rs. 1.5 lakhs	1. Finance concurrence is necessary 2. Constitution of Tender committee and acceptance as per Stores/Works powers as applicable
	ii) for emergency repairs and purchase of spares incidental to such repairs.	PCME/ CMPE Up to Rs.1 Lakh per break down	Up to Rs. 1 Lakh per break down	Sr DME/ In charge of ARTs Up to Rs.20,000/- per break down	1. Finance concurrence is not necessary up to Rs. 50,000/- 2. Single quotation can be resorted to in case of Repair/ Spare from OEM/Authorised dealer 3. SrDME/In Charge of ART shall certify the emergency. 4. A register showing the details of expenditure incurred on each break down should be maintained so as to enable a watch being kept over the ceiling limit prescribed. The overall ceiling limit for emergency repairs/purchases of spares should not exceed Rs.20 lakhs per annum

	iii) Scheduled overhauling/reconditioning repairs to machines (Schedules not covered under Annual Maintenance contract) and for purchase of spare parts for this equipment	<u>PCME</u> Full powers <u>CMPE</u> Up to Rs. 50,000/- at a time	Nil	<u>Sr. DMEs/ In charge/ART</u> Up to Rs. 30,000/- at a time. <u>DME/In charge of ART</u> Up to Rs.10,000/- at a time.	1. Finance concurrence is necessary. 2. Subject to usual procedure of calling of tender/Quotation etc., being followed as per extant orders.
	(F) Hiring of vehicles for rescue and relief operations	Nil	<u>DRM/ADRM</u> Full powers during accidents	<u>Branch Officers of Medical, Mechanical, Operating Safety and Commercial departments</u> Full Powers.	1. The expenditure can be met from cash imprest/Station earnings without any limitation. 2. Efforts may be made to pool the utilization wherever possible. 3. Finance concurrence not required. Authority: Recommendation of High Level Committee on Disaster Management Item No.30
	(G) Sanction of expenditure incurred during relief and rescue operations	<u>All Mechanical, Medical, Commercial, Operating Safety Officers at the site of accident</u> Full powers	Full powers	<u>All Mechanical, Medical, Commercial, Safety, Operating Safety and Electrical Officers at the site of accident</u> Full powers	1. Vouchers/Bills should be submitted within a Week's time. 2. Finance concurrence not required at the time of post facto sanction. Authority: Recommendation of High Level Committee on Disaster Management Item No.35
	(H) Procurement of ART/ARMV equipment.	<u>PCME</u> Full Powers.			1. No item/equipment shall be banned while being purchased for ART/ARMV/Break down Crane. No circulars/orders restricting the purchase procedures/powers for ART/ARMV/Crane equipment shall be applicable unless issued by Railway Board (MM&FC). Authority: Recommendation of High Level Committee on Disaster Management Item No.37

	(I) Sanction of cash imprest for maintaining ART/ARMVs/Cranes.	PCME - Full Powers.	Nil	Nil	1. Finance concurrence is necessary Authority: Recommendation of High Level Committee on Disaster Management Item No.39.
	(J) Purchase of ART/ ARMV/Crane material through imprest cash.			JAG/ Sr. Scale/ Jr. Scale in Divisions Full powers to ART Incharge officer up to Rs.10,000/- per item	1. Finance concurrence not required
	(K) (i) Requisition of Helicopter / Airplane to reach the site of serious accident or to evacuate injured and dead in the event of serious accident. (ii) Requisition of Air support to dispatch the rescue teams to the site of accident.				1. These powers are left to the discretion of GM. The circumstances under which GM exercise these powers, broadly cover the following types of cases: i. Where more than 10 casualties (death-cum-serious injuries) are feared and it is difficult for these officers to reach the site within reasonable time. ii. Where heavy damage is caused to Railway installations in sensitive and tension filled areas (e.g. wreckage of track, bridges etc. through bomb blast, other means of sabotage, etc.) iii. Where public reaction in case of late arrival of senior officers at site is likely to be highly adverse. iv. Normally, in case of an accident, only one helicopter should be requisitioned by a Zonal Railway, except when there is a serious passenger train accident involving several casualties when it is essential for both the General Manager and the Divisional Railway Manager to reach the site at once to satisfy the public and the Press. However, for dispatching the rescue teams to the site of the accident, separate helicopter/ airplane may be requisitioned, if so needed. Note: The GMs may exercise the above powers personally and may not redelegate these powers. Authority: 1. Railway Board's letter No.2002/Safety-1/6/6 dated 13.06.2004

Chapter - 38

PREVENTION AND MITIGATION MEASURES TAKEN IN COVID-19 PANDEMIC.

As the disease spreads in the community beyond the primary contacts, strategies to prevent further spread within communities is the need of the hour. The following steps must adopt to prevent the pandemic.

38.0 Social Distancing :-

Timely implementation of aggressive strategies that create social distance and reduce close contact of people has proven effective in delaying the rates of transmission and reducing severe illness and death in times of pandemic. The WHO recommends a minimum distance of at least 1 m (3 feet) to be maintained between individuals to prevent the spread of the infection through respiratory droplets.

38.1 Personal protection measures:-

Individual protection measures, an integral part of infection control, reflect a level of personal commitment and action above and beyond governmental policies towards containment and mitigation of the disease. Frequent hand washing with soap and water may significantly reduce the chance of acquiring and transmitting the infection. Individuals are encouraged to practice respiratory hygiene. In case a person develops respiratory symptoms, using a medical mask is recommended. Disinfection and cleansing of frequently touched surfaces should also be carried out daily.

38.2 Home isolation when sick:-

Patients with suspected COVID-19, following triage at the point of first healthcare contact, can be managed at home if presenting with a mild illness, and there is no concern of rapid deterioration. Patients can be managed symptomatically with oral paracetamol. Such patients need to be placed in a well-ventilated single room, with their movements limited within the house and their shared space minimized. A single caregiver should optimally be chosen from among the household members, and visitors should not be permitted until the patient has a complete recovery. Respiratory masks are to be worn by both the patient and the caregiver, and dedicated linen and eating utensils should be assigned separately for the patient. All individuals in close contact with the patient with suspected or confirmed COVID-19 should be considered for quarantine and their health should be monitored for 14 days from the last day of interaction

38.3 Care of the vulnerable population :-

A critical facet of COVID-19 has been the disproportionately higher mortality seen among individuals more than 60 yr than the young adults or paediatric population. Those above 80 yr were noted to have the highest case fatality rate at 14.8 per cent.

38.4 Widening the testing and treatment capacity:-

Initially, testing facilities for COVID-19 by reverse transcription-polymerase chain reaction (RT-PCR) laid with government facilities alone, with the Indian Council of Medical Research (ICMR) recommending the testing of only those symptomatic patients with a history of international travel to affected countries or a history of close contact with a laboratory-confirmed positive case. A comprehensive approach is needed to break the chains of transmission, and more aggressive testing, early diagnosis and isolation along with adequate treatment seem to be the way forward in tackling this infection in the future.

38.5 Government of India Ministry of Health & Family Welfare SOP on preventive measures to contain spread of COVID-19 in offices

1. Background Offices and other workplaces are relatively close settings, with shared spaces like work stations, corridors, elevators & stairs, parking places, cafeteria, meeting rooms and conference halls etc. and COVID-19 infection can spread relatively fast among officials, staffs and visitors. There is a need to prevent spread of infection and to respond in a timely and effective manner in case suspect case of COVID-19 is detected in these settings, so as to limit the spread of infection.
- (i) Generic preventive measures to be followed at all times ,Measures specific to offices
- (ii) Measures to be taken on occurrence of case(s),Disinfection procedures to be implemented in case of occurrence of suspect/confirmed case. Offices in containment zones shall remain closed except for medical & essential services. Only those outside containment zones will be allowed to open up. ,Generic preventive measures Persons above 65 years of age, persons with comorbidities, pregnant women are advised to stay at home, except for essential and health purposes. Office management to facilitate the process. The generic preventive measures include simple public health measures that are to be followed to reduce the risk of

infection with COVID-19. These measures need to be observed by all (employees and visitors) at all times. These include:

- i. Individuals must maintain a minimum distance of 6 feet in public places as far as feasible., Use of face covers/masks to be mandatory. ,Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.,Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
Self-monitoring of health by all and reporting any illness at the earliest to the immediate supervisory officer. ,Spitting shall be strictly prohibited.

Installation & use of AarogyaSetu App by employees.

VI. Specific preventive measures for offices:

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions., Only asymptomatic staff/visitors shall be allowed. ,Any officer and staff residing in containment zone should inform the same to supervisory officer and not attend the office till containment zone is denotified. Such staff should be permitted to work from home and it will not be counted as leave period. ,Drivers shall maintain social distancing and shall follow required do's and don'ts related to COVID-19. It shall be ensured by the service providers/ officers/ staff that drivers residing in containment zones shall not be allowed to drive vehicles.,There shall be provision for disinfection of the interior of the vehicle using 1% sodium hypochlorite solution/ spray. A proper disinfection of steering, door handles, keys, etc. should be taken up.,Advise all employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Office management to facilitate work from home wherever feasible.,All officers and staff / visitors to be allowed entry only if using face cover/masks. The face cover/mask has to be worn at all times inside the office premises. ,Routine issue of visitors/temporary passes should be suspended and visitors with proper permission of the officer who they want

to meet, should be allowed after being properly screened., Meetings, as far as feasible, should be done through video conferencing., Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently, Staggering of office hours, lunch hours/coffee breaks to be done, as far as feasible., Proper crowd management in the parking lots and outside the premises – duly following social distancing norms be ensured., Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of vehicles should be taken up., Any shops, stalls, cafeteria etc., outside and within the office premises shall follow social distancing norms at all times., Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises., Preferably separate entry and exit for officers, staff and visitors shall be organised. xvii. Proper cleaning and frequent sanitization of the workplace, particularly of the frequently touched surfaces must be ensured. , Ensure regular supply of hand sanitisers, soap and running water in the washrooms.

Required precautions while handling supplies, inventories and goods in the office shall be ensured. , Seating arrangement to be made in such a way that adequate social distancing is maintained. , Number of people in the elevators shall be restricted, duly maintaining social distancing norms. , For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30oC, relative humidity should be in the range of 40- 70%, intake of fresh air should be as much as possible and cross ventilation should be adequate., Large gatherings continue to remain prohibited. , Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas. , Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) shall be done in office premises and in common areas , Proper disposal of face covers / masks /

gloves left over by visitors and/or employees shall be ensured. ,In the cafeteria/canteen/dining halls:

- a. Adequate crowd and queue management to be ensured to ensure social distancing norms.
- b. Staff / waiters to wear mask and hand gloves and take other required precautionary measures.
- c. The seating arrangement to ensure a distance of at least 1 meter between patrons as far as feasible.
- d. In the kitchen, the staff to follow social distancing norms.

VII. Measures to be taken on occurrence of case(s): Despite taking the above measures, the occurrence of cases among the employees working in the office cannot be ruled out. The following measures will be taken in such circumstances:

- i. When one or few person(s) who share a room/close office space is/are found to be suffering from symptoms suggestive of COVID-19:
 - a. Place the ill person in a room or area where they are isolated from others at the workplace. Provide a mask/face cover till such time he/she is examined by a doctor.
 - b. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
 - c. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further advice shall be made regarding management of case, his/her contacts and need for disinfection.
 - d. The suspect case if reporting very mild/mild symptoms on assessment by the health authorities would be placed under home isolation.
 - e. Suspect case, if assessed by health authorities as moderate to severe, will be treated as per health protocol in appropriate health facility.
 - f. The rapid response team of the concerned district shall be requisitioned and will undertake the listing of contacts.
 - g. The necessary actions for contact tracing and disinfection of work place will start once the report of the patient is received as positive. The report will be expedited for this purpose.

- i. If there are large numbers of contacts from a pre-symptomatic/asymptomatic case, there could be a possibility of a cluster emerging in workplace setting. Due to the close environment in workplace settings this could even be a large cluster (>15 cases). The essential principles of risk assessment, isolation, and quarantine of contacts, case referral and management will remain the same. However, the scale of arrangements will be higher.
- ii. Management of contacts:
 - a. The contacts will be categorised into high and low risk contacts by the District
 - b. The high-risk exposure contacts shall be quarantined for 14 days.
 - c. These persons shall undergo testing as per ICMR protocol.
 - d. The low risk exposure contacts shall continue to work and closely monitor their health for next 14 days.
 - e. Closure of workplace. If there are one or two cases reported, the disinfection procedure will be limited to places/areas visited by the patient in past 48 hrs. There is no need to close the entire office building/halt work in other areas of the office and work can be resumed after disinfection as per laid down protocol. However, if there is a larger outbreak, the building/block will have to be closed for 48 hours after thorough disinfection. All the staff will work from home, till the building/block is adequately disinfected and is declared fit for re-occupation.

Chapter - 39

GLOF & LLOF MANAGEMENT PLANS

RESPONSE

INTRODUCTION Magnitude of disasters like GLOFs and LLOFs can vary from small scale to large scale and the response measures are required to be taken at the appropriate levels. Prompt and effective response systems at the central and state government levels and especially at the district and the community levels are required in the affected/vulnerable areas. Under response measures, there is an utmost need under response measures to provide immediate assistance to maintain life, improve health, provide initial repair to infrastructure and support the morale of the affected population. Systems will be institutionalized by the DMAs at the various levels for coordination between different agencies like central governments ministries and departments, state governments, district administrations, ULBs, PRIs and other stakeholders for an effective postdisaster response. The initial assessment will be handled by SDMAs, GSI and CWC based on which appropriate alerts will be disseminated

Since GLOFs and LLOFs can also occur due to earthquakes and landslides, Government/NonGovernment bodies providing relief should also be prepared for the danger of secondary events striking again during the response phase as they sometimes occur in the continuity of the previous disasters. Deposits from an outburst event can themselves block river tributaries, leading to the development of secondary lakes and new outburst threats. Proper assessment of the situation and therefore required actions should be taken to provide relief and aid. The action plan should prioritize the relief and aid to be given to disabled, senior citizens, children and women.

Agencies like BRO/state PWDs, state DGMs, forest departments, and municipal/panchayat bodies will immediately communicate information on the occurrence of GLOF and LLOF events along with the preliminary data like its location, magnitude and damage caused, etc. to the district emergency centre or disaster management control room. These designated bodies will communicate this

information to the state disaster management commissioner for onward transmission to primary nodes like GSI and other nodes like MHA and NRSC identified for this disaster. This will help the nodal agencies and central government to undertake field observations for making an accurate assessment and planning follow up action.

Emergency Medical Response

Emergency Treatment at Site Prompt and efficient emergency medical response will be provided by Quick Reaction Medical Teams (QRMTs), mobile field hospitals, Accident Relief Medical Vans (ARMVs) and Heliambulances where areas are inaccessible by roads. They will be activated to reach the affected areas immediately, along with dressing material, splints, portable X-ray machines, mobile operation theaters, resuscitation equipment and life-saving drugs, etc. Resuscitation, triage and medical evacuation of victims who require hospitalization will be done in accordance with SOPs. Heli access may be critical in remote mountain regions, and road access can be destroyed by the event itself. However, weather conditions, particularly during monsoon, can prevent safe helicopter access, and hence, alternative routes into affected areas should be identified in advance.

Medical Facilities and Medical Treatment at Hospital

Emergency Medical Response A well-rehearsed medical preparedness plan is required to provide intensive care to cases rescued from drowning and those buried under the debris. An emergency medical plan will be triggered immediately on receiving information about imminent threat of GLOF/LLOF. The action will be immediately initiated for crisis expansion of required number of beds. The medical superintendent should be able to forecast the requirement of enhanced manpower and medical stores after knowing the number of casualties likely to be received at the hospital. Special efforts will be made for the availability of IV fluid, antibiotics vaccines etc. Children, women, elders and other vulnerable casualties will be attend on priority basis.

Documentation of Medical Response

Documentation of the medical response provided after a GLOF/LLOF event will be done by a medical administrator. This documentation will be used as feedback for future improvement of the response strategies.

LOGISTIC**Emergency Logistics/Equipment :**

Specialized heavy earthmoving and search and rescue equipment are required immediately after a GLOF/LLOF to help clear debris and carry out search and rescue operations of trapped people under huge masses of debris. Also, Motor launches, country boats, inflatable rubber boats, life jackets, lifebuoys and other equipment will be required immediately after floods to carry out search and rescue of trapped people. State governments will compile a list of such equipment, identify suppliers thereof and enter into a long-term agreement for their quick mobilization and deployment in the event of floods and a landslide disaster.

7.6.1 Emergency Logistics/Equipment : 7.6.2 Relief Camps 7.5.3 Dissemination of Information 7.6 LOGISTICS everyone in need. The allocation of support should be based on a rapid needs' assessment. The IDRN, which is a web-based inventory of information on emergency equipment and response personnel available in every district, will be revised and updated every three months.

PLAN OF ACTION

- i. Preparation of state and district level DM plans with the aim of managing GLOF and LLOF hazard events.
- ii. Revision of town planning bye-laws and adaptation of model land use byelaws in hilly areas.
- iii. Wide dissemination of model land use practices in hilly areas.
- iv. Training of trainers in professional and technical institutions.
- v. Training of professionals like engineers and geologists for hazard assessment and mapping, investigation techniques, analysis and observational practices.
- vi. Launching Public awareness campaigns on GLOF & LLOF hazard and risk reduction, and sensitizing all stakeholders on hazard mitigation.
- vii. Establishing appropriate mechanisms for compliance review of all land use bye-laws in hilly areas.
- viii. Preparing an inventory of past and recent GLOF and LLOF events.
- ix. Developing an inventory of critical lakes including attributes based on Geo-spatial and on field analysis like topography, rock type etc.
- x. Assessing the status of risk (exposure and vulnerability) of the existing built environment.
- xi. Preparation of the DM plans by educational and health institutes/organisations, government offices, etc., and carrying out mock drills for enhancing preparedness in vulnerable areas.
- xii. Strengthening the EOC

network.xiii.Streamlining the mobilization of communities, government agencies, the corporate sector, and other stakeholders.xiv.Preparing community and village level DM plans, with specific reference to the management of GLOFs and LLOFs.xv.Developing simple and effective information and warning dissemination systems that can reach affected communities in far flung areas clearly and in time.xvi.Introducing GLOF and LLOF safety education (as a sub-group to Landslide and Flood education) in schools, colleges and universities.xvii.Strengthening hazard safety R&D in professional technical institutions.xviii.Preparing document on the lessons learnt from previous GLOF and LLOF incidents, and their wide dissemination.xix.Preparing an action plan for upgrading the capabilities of organisations and institutions involved in Glacial, Landslide and Flood disaster management studies with clear roadmap and milestones.xx.Developing appropriate risk transfer instruments by collaborating with insurance companies and financial institutions.xxi.Enforcing and monitoring the compliance of land use and town planning bye laws, and other safety regulation in areas vulnerable to GLOF/LLOF.

Summary

Comprehensive National GLOF Mitigation Project (CNGMP): The NDMA has proposed to take up a Comprehensive National GLOF Mitigation Project (CNGMP) whose aims and objectives will be developed and finalized in due course. In a broader sense, it will consider the assessment and mapping of risks and vulnerabilities, reduction in severity, establishment of monitoring and EWS systems, capacity development, implementation of R&D programs, mitigation and preparedness, associated with GLOFs and LLOFs hazardous disasters.

Chapter - 40

DISASTER MANAGEMENT PLAN FOR STATION

In Palakkad Division, some areas are vulnerable to floods considering the situations this division faced in the past. With a view to reducing the impact on account of this, strengthening of the track has been done at all flood prone locations. In order to face other natural calamities such as Earthquake, Lightning, cyclone, Fire etc. action plan is on hand to meet them duly contacting other Government Institutions and Private Organization. In this connection, details pertaining to them are made available at all Railway Station over this Division.

PANAMBUR

CIVIL AUTHORITIES

Dy. Commissioner	:	0824-2220588, 9448089126
Addl Dy. Commissioner	:	0824-2220590, 9480802301
Commissioner of Police	:	0824-2220800, 9480802301
Superintended of Police	:	0824-2220500, 9480805301
DCP Law & Order	:	0824-2220803, 9480802304
DCP Crime	:	0824-2220805, 9480803205
Chief fire Officer	:	0824-2444046, 9448132101, 9449549823
District Health & Family Welfare Officer	:	0824-2423672, 9449843050
Dy. Chief Controller of explosives	:	0824-2441588, 9962520150
Fire & Ambulance : Pandeswar	:	101, 0824-2423333, 2444046, 8277615271, 9449549823
Kadri	:	0824-2211085, 2213192
Ambulance	:	108, 102, 0824-2413208
IPF	:	0824-2427508
GRP	:	0824-220559

HOSPITALS

Govt. Hospitals

Railway Hospital	:	0824-2428592, 9731663509
Govt. WENLOCK Hospital	:	0824-2413208
Kasturba medical College	:	0824-2444596

Pvt. Hospital :

Fr. Muller Medical College	:	0824-2238000, 2238163
A.J Institute of Medical College	:	0824-2225533, 2223359

K.S. Hegde Medical college, Derelekkatte : 0824-2204490

Yenopaya Derelekkatte : 0824-2206000

TRANSPORT

KSRTC : 0824-2212251, 7760990700

Airport Authority Director : 0824-2220400, 6359922177

NMPT : 0824-2407341

MEDIA

Namma TV : 0824-2453800

Hindu : 0824-2417571, 572

Mathrubhumi : 0824-2440702

VOLUNTARY ORGANISATION

Dharmajyothi Social Centre : 0824-2262180, 9964866908

Lions Club : 0824-2216854

Rotary Club : 0824- 2459246

ROAD CRANES AND EARTH MOVERS

Suhas General Transports : 9880414946

Dix Shipping : 9449727580

Ganesh Shipping : 9845043289

LPG/POL

LPG Jokkate : 0824-2270836, 2270568, 2270356, 2270834,
2270835

JOKATTE

CIVIL AUTHORITIES

Dy.Commissioner : 0824-2220588, 9448089126

Addl Dy. Commissioner : 0824-2420590, 9448032880

Commissioner of Police : 0824-2220800, 9480802301

Superintended of Police : 0824-2220500, 9480805301

DCP Law & Order : 0824-2220803, 9480802304

DCP Crime : 0824-2220805, 9480803205

Chief fire Officer : 0824-2444046, 9448132101, 9449549823

District Health & Family Welfare Officer : 0824-2423672, 9449843050

Dy.Chief Controller of explosives : 0824-2441588, 9962520150

Fire & Ambulance : Pandeswar : 101, 0824-2423333, 8277615271
2444046, 9449549823

Kadri : 0824-2211085, 2213192, 2222561

Ambulance : 108, 102

IPF/MAJN : 0824-2430604, Rly- 66160&66163

GRP : 0824-220559

HOSPITALS

Govt. Hospitals

Railway Hospital : 0824-2428592, 6238902133

Govt. WENLOCK Hospital	:	0824-2425038
Kasturba medical College	:	0824-2445858, 2444596, 2445850
Pvt. Hospital :		
Fr.Muller Medical College	:	0824-2238000, 2238163
A.J Institute of Medical College	:	0824-2225533, 2223354
K.S. Hegde Medical college, Derelekkatte	:	0824-2204490
Yenopaya Derelekkatte	:	0824-2206000
Blood bank:		
WENLOCK	:	0824-2425038, 9482579151
TRANSPORT		
KSRTC	:	0824-2212251, 7760990700
Airport Authority Director	:	0824-2220400
NMPT	:	0824-2407341
MEDIA		
Namma TV	:	0824-2453800
Mathrubhumi	:	0824-2440702
VOLUNTARY ORGANISATION		
Dharmajyothi Social Centre	:	0824-2262180, 9964566908
Lions Club	:	0824-2216854
ROAD CRANES AND EARTH MOVERS		
Dix Shipping	:	9449727580
Ganesh Shipping	:	9845043289
LPG/POL		
LPG Jokkate	:	0824-2270836
 <u>PADIL</u>		
CIVIL AUTHORITIES		
Dy.Commissioner	:	0824-2220588, 9448089126
Addl Dy. Commissioner	:	0824-2420590, 9448032880
Commissioner of Police	:	0824-2220801, 9480802301
Superintended of Police	:	0824-2220503, 9480805301
DCP Law & Order	:	0824-2220803, 9480802304
DCP Crime	:	0824-2220805, 9480803205
Chief fire Officer	:	0824-2444046, 9448132101, 9449549823
District Health & Family Welfare Officer	:	0824-2423672, 9449843050
Dy.Chief Controller of explosives	:	0824-2441588, 9962520150
Fire & Ambulance : Pandeswar	:	101, 0824-2423333, 8277615271, 9449549823
Kadri	:	0824-2211085, 2213192, 2222561
Ambulance	:	108, 102, 0824-2413208
City Control Room	:	0824-2220800, 1077, 9483908000

IPF /MAQ	:	0824-2427508, 9731663707
Railway Police/MAJN	:	0824-220559, 220535
Local Police	:	0824-2220529
FIRE STATION	:	101
HOSPITALS		
Railway Hospital	:	0824-2428592,6238902133
Govt. Hospital	:	0824-2425038 (Wenlock)
Pvt. Hospitals & Ambulance		
Father Muller	:	0824-2436301,02,03
Nethaji Hospital 0824-2466388		
KMC Attavar	:	0824-2445856, 2445858
POL/LPG Depot		
JOKT	:	0824-2270836
TOK	:	0824-2270332
AMBULANCE	:	108, 102, 0824-2425138
ROAD CRANE & EARTH MOVERS		
Dix Shipping Co.	:	0824-2408453, 9945073111
Hassan Haji & Co.	:	0824-2420737, 9980141737
VOLUNTARY ORGANISATION		
Lions club	:	0824-2216854,
Rotary Club	:	0824-2459246

MANGALORE JUNCTION

CIVIL AUTHORITIES

Dy. Commissioner	:	0824-2220588, 9448089126
Addl Dy. Commissioner	:	0824-2420590, 9448032880
Commissioner of Police	:	0824-2220801, 9480802301
Superintended of Police	:	0824-2220503, 9480805301
DCP Law & Order	:	0824-2220803, 9480802304
DCP Crime	:	0824-2220805, 9480803205
Local Police station	:	0824-2220529
GRP	:	0824-220559
RPF	:	0824-2430604

FIRE FORCE : : **101**

HOSPITALS

Railway Hospital	:	0824-2428592, 6238902133
Govt. Hospital (Wenlock)	:	0824-2425138,
Pvt. Hospitals		
Father Muller	:	0824-2436301,02,03
KMC Attavar	:	0824-2445856, 2445858

Yenepoya	:	0824-2496851
Athena Hospital	:	0824-2442834
POL/LPG Depot		
LPG/Jokatte	:	0824-2270836
LPG/TOK	:	0824-2270332
AMBULANCE	:	108, 102, 0824-2425138
ROAD CRANE & EARTH MOVERS		
Dix Shipping Co.	:	0824-2408453, 9945073111
Hassan Haji & Co.	:	0824-2420737, 9980141737
VOLUNTARY ORGANISATION		
Lions club	:	0824-2216854,
Rotary Club	:	0824-2459246
Media		
Manorama TV	:	0824-2453800
The Hindu	:	0824-241757,2417572
Mathrubhumi	:	0824-2427186

NETHRAVATI

CIVIL AUTHORITIES

Dy.Commissioner	:	0824-2220588, 9448089126
Commissioner of Police	:	0824-2220800, 9480802301
Superintended of Police	:	0824-2220503, 9480805301
DCP Law & Order	:	0824-2220803, 9480802304
DCP Crime	:	0824-2220805, 9480803205
Local Police Station	:	0824 – 2220518, 2220523
City Control Room	:	0824-2220800, 1077, 9483908000
IPF/ MAQ	:	0824-2427508
GRP	:	66163
FIRE STATION	:	101, 0824-2213192
RPF	:	0824-2423528, 66160

HOSPITALS

Govt. Hospitals

Railway Hospital	:	0824-2428592, 6238902133, 9746763509
Govt. WENLOCK Hospital	:	0824-2413208
Kasturba medical College	:	0824-2445858, 2444596

Pvt. Hospital :

Fr.Muller Medical College	:	0824-2238000
A.J Institute of Medical College	:	0824-2225533
K.S. Hegde Medical college, Derelekkatte	:	0824-2204490
Yenopaya Derelekkatte	:	0824-2206000

TRANSPORT

KSRTC : 0824-2212251, 7760990700
 Airport Authority Director : 0824-2220400
 NMPT : 0824-2407341

MEDIA

Namma TV : 0824-2453800
Hindu : 0824-2417571, 572
Mathrubhumi : 0824-2427186, 2440702

VOLUNTARY ORGANISATION

Lions Club : 0824-2216854
Rotary Club : 0824- 2459246

ROAD CRANES AND EARTH MOVERS

Suhas General Transports : 9880414946
Dix Shipping : 9449727580
Ganesh Shipping : 9845043289

LPG/POL

LPG Jokkate : 0824-2270836

MANGALORE CENTRAL

CIVIL AUTHORITIES

Dy.Commissioner	:	0824-2220588, 9448089126
Addl Dy. Commissioner	:	0824-2420590, 9448032880
Commissioner of Police	:	0824-2220801, 9480802301
Superintended of Police	:	0824-2220503, 9480805301
DCP Law & Order	:	0824-2220803, 9480802304
DCP Crime	:	0824-2220805, 9480803205
Chief fire Officer	:	0824-2444046, 9448132101, 9449549823
District Health & Family Welfare Officer	:	0824-2423672, 9449843050
Dy.Chief Controller of explosives	:	0824-2441588, 9962520150
Fire & Ambulance : Pandeswar	:	101, 0824-2423333, 8277615271
Kadri	:	0824-2211085, 2213192, 2444046, 9449549823
Ambulance	:	108, 102
IPF	:	0824-2427508
GRP	:	0824-220559

HOSPITALS

Govt. Hospitals

Railway Hospital	:	0824-2428592, 6238902133
Govt. WENLOCK Hospital	:	0824-2413208
Kasturba medical College	:	0824-2445858,2444596

Pvt. Hospital :

Fr.Muller Medical College	:	0824-2238000,2238163
A.J Institute of Medical College	:	0824-2225533,2223354
K.S. Hegde Medical college, Derelekkatte	:	0824-2204490
Yenopaya Derelekkatte	:	0824-2206000

TRANSPORT

KSRTC	:	0824-2212251, 7760990700
Airport Authority Director	:	0824-2220400,6359922177
NMPT	:	0824-2407341
MESCOM CE	:	0824-2425153

MEDIA

Namma TV	:	0824-2453800
Udayavani	:	0824-2440259
Hindu	:	0824-2417571, 572
Mathrubhumi	:	0824-2427186

VOLUNTARY ORGANISATION

Dharmajyothi Social Centre	:	0824-2262180
Lions Club	:	0824-2216854
Rotary Club	:	0824-2459246

ROAD CRANES AND EARTH MOVERS

Suhas General Transports	:	9880414946
Dix Shipping	:	9449727580
Ganesh Shipping	:	9845043289

LPG/POL

HPCL/Managalore	:	0824-2270836
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ULLAL**CIVIL AUTHORITIES**

Dy.Commissioner	:	0824-2220588, 9448089126
Addl Dy. Commissioner	:	0824-2220590, 9448032880
Commissioner of Police	:	0824-2220801, 9480802301
Superintended of Police	:	0824-2220500, 9480805301
DCP Law & Order	:	0824-2220803, 9480802304
DCP Crime	:	0824-2220805, 9480803205
Chief fire Officer	:	0824-2444046, 9449549823
District Health & Family Welfare Officer	:	0824-2423672, 9449843050
Dy.Chief Controller of explosives	:	0824-2441588, 9962520150
Fire & Ambulance : Pandeswar	:	101, 0824-2423333
Kadri	:	0824-2211085, 2213192
Ambulance	:	108, 102

RPF : 0824-2427508

GRP : 0824-220559

Local Police Station : 0824-2466269

FIRE FORCE : 101

HOSPITALS

Railway Hospital : 0824 2428592

Pvt. Hospitals :

KMC ATTAVAR : 0824 -2445858

JTS.KS Hegde : 0824 -2204490

Yenepoya : 0824 -2206000

MANJESHWARAM

CIVIL AUTHORITIES

District Collector /Kasargod : 04994- 256400

Municipal/ Panchayath Office /MJS : 04998 272238

RTO : 04994-255290

POLICE

SP/ Kasargod : 04994- 257401

CI/Kasargod : 9497947263

Local Police Station : 04998 -272640, 9497928800

Railway Police : 0824 -220559

RPF : 0824 2427508

FIRE FORCE : 04998 241101

HOSPITALS

Railway Hospital/Mangalore : 0824 -2428592, 6238902133

Govt. Hospital, MJS / Public Health Centre: 04998 273599

Pvt. Hospitals- People poly clinic : 8547479036

AMBULANCE :

Govt. Hospital : 108, 0499-8273599, 995809365

ROAD CRANES AND EARTH MOVERS

Crane Service MJS : 9633928570, 9567466190

LPG

HPCL/MAQ : 0824-2270688

Refinery/MAQ : 0824-2710833

LPG/TOK : 0824-2270332

KUMBALA

CIVIL AUTHORITIES

District Collector : 04994 256400

Dy.Collector : 04994 255833

Panchayat Office : 04998213033

RTO : 04994-225677

POLICE

SP	:	04994 230401
CI	:	04998 213037
Local Police Station, kumbala	:	04998 213037
Railway Police	:	04994 223030
FIRE FORCE	:	04994-230101

HOSPITALS

Railway Hospital	:	0824 2428592
Govt. Hospital,	:	04994 230080
Dist.Co-operative Hospital	:	04998-213144
Doctors Hospital	:	04998-214222

AMBULANCE :

Govt. Hospital	:	108
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ROAD CRANES AND EARTH MOVERS

Mobile Crane service	:	04994 223135
Bharath Earth Movers	:	04994 224974
Ganesh Tippers	:	04994 225649

LPG/POL DEPOTS

HPCL/ Mangalore	:	0824-2270688
Refinery/ Mangalore	:	0824-2710833

VOLUNTARY ORGANISATION

Chamber Of Commerce	:	04994-230538, 9447030388
Lions Club	:	04994-226393

KASARGODE**CIVIL AUTHORITIES**

District Collector : Off	:	04994 256400, 9447496600
Res	:	04994 256600,
Dy.Collector	:	04994 255833

POLICE

SP / Kasargod	:	04994 230401
		Res : 04994-255301, 9497996972
CI / Kasargod	:	04994 - 230100, 9497987217
SI / Kasargod	:	04994- 230100, 9497980934
Crime stopper of Police	:	1090
Women Cell of Police	:	1091
Railway Police	:	04994 -223030
Child help	:	1098
Police Control	:	04994-230553
Police wireless	:	04994-257278

RPF	:	04994-226202
FIRE FORCE		
KGQ	:	04994-230101
KZE	:	0467-2202101
HOSPITALS		
Railway Hospital	:	0824 -2428592, 09731663509
Govt. Hospital	:	04994 -222999,108
Pvt. Hospitals: Malik Deenar	:	04994- 230112
KIMs	:	04994- 230797
Janaradhana Hospital	:	04994- 230243
AMBULANCE :		
Govt. Hospital	:	04994 222999
Deenar Aikavedhi	:	9895188288, 9895330605
ROAD CRANES AND EARTH MOVERS		
Manjunath Cranes	:	08105659128, 9995772643
Kallapara	:	7907783524
Friends	:	7994877993
Abu-JCB	:	9746385085
LPG/POL Depots :		
HPCL Mangalore	:	0824-2270688,
BPCL MAQ	:	0824-2406467
BPCL CAN	:	0497-2705189
VOLUNTARY ORGANISATION		
Chamber Of Commerce	:	04994-221175
Lions Club	:	9249420937
Rotary	:	9847125866
Merchants Association	:	04994-221175
TRANSPORTATION		
RTO	:	04994-255290
KSRTC	:	04994-230677
AKBAR	:	04994-230339
PRESS		
Manorama	:	04994-230266
Dooradharsan	:	04994-230811
Mathrubhumi	:	04994-230298

KOTTIKULAM**CIVIL AUTHORITIES**

District Collector, Kasargode : Off	:	04994 256400, 9447496600
Res	:	04994 256600,
RDO/ Kanhangad	:	0467-2204298

Municipal/Panchayath Office, UDUMA	:	0467-2236242
RTO, KZE	:	0467-2207766
POLICE		
SP	:	04994 255461
Dy.SP, KZE	:	0467-2201100
CI , KZE	:	0467-2218150
Local Police Station: Bakel	:	0467-2236224
RPF MAQ	:	0824-2427508
GRP, KGQ	:	04994-223030
FIRE FORCE		
KGQ	:	04994-230101
KZE	:	0467-2202101
HOSPITALS		
Railway Hospital	:	0824 2428592, 6238902133
Govt. Hospital /UDUMA	:	0467-2236737
Pvt. Hospitals: Padma Clinic	:	9074196187, 0467-2236438
Backers Hospital	:	0467-2236360
Pvt. Doctors :Dr. Yadu K	:	9952090652
Dr. A.Backer	:	9447089826
AMBULANCE :	:	108, 8086010824
ROAD CRANES AND EARTH MOVERS		
Rajan Tipper KZE	:	9447064477, 8086010823
LPG/POL Depots :		
HPCL /Managlore	:	0824-2270688
BPCL/ CAN	:	0497-2705189
VOLUNTARY ORGANISATION		
Lions Club	:	8281256143

KANHANGAD (STD Code 0467)**CIVIL AUTHORITIES**

District Collector, Kasargode : Off	:	04994 256400
Res	:	04994 256600,
ADM & Dy. Collector Office	:	04994 255833 Res: 04994-285307
RDO/ Kanhangad	:	0467-2204298
RTO, KZE	:	0467-2207766
Collectorate	:	04994 255010
Municipal Office	:	0467 2204530
POLICE AUTHORITIES		
SP Office	:	04994 230401
Camp Office	:	04994 255301

Dy.SPOffice : 0467-2201100 Res: 2204280
 CI , Office : 9497987220
 SI, Hosdurg : 0467-2204229
 Women's Cell (SP Office) : 04994 230461
 Police Control Room : 100

FIRE FORCE

KGQ : 04994-230101
 KZE : 0467-2202101
 Trikaripur : 0467-2210201

HOSPITALS (0467)

Govt. Hospital : 9778167700
 District Hospital : 2217019

Pvt. Hospitals:

City Hospital : 2202574
 Manzoor Hospital : 2202170
 Surgi Care : 2204040
 Kerala Hospital : 2203402
 Railway Hospital, MAQ : 0824 2428592, 09731663509

AMBULANCE : (STD 0467)

Fire station : 2202101
 City Hospital : 2202574
 Manzoor Hospital : 2202170

ROAD CRANES AND EARTH MOVERS

Rajan Tipper : 9447064477

LPG/POL Depots :

HPCL Mangalore : 0824-2270688, 2710365
 IOC CAN : 0497-2701265
 BPCL CAN : 0497-2705189

VOLUNTARY ORGANISATION

Merchant Association : 0467-2204477
 Lions club : 9447742522
 Rotaty Club : 0467-2204373

PRESS

Manoramma : 0467-2204357
 Mathrubhumi : 0467-2202077
 Desabhimani : 0467-2207517

NILESWAR**CIVIL AUTHORITIES**

District Collector : 04994 256400, 256600

RDO	:	04994- 2204298, 2204798
POLICE		
SP Office	:	04994 230401
Camp Office	:	04994 255301
DySP	:	0467-2201100, 2237890
CI	:	2281444, 2280900
SI	:	2280240
FIRE FORCE		
KZE	:	0467-2202101
Trikaripur	:	0467-2210201
HOSPITALS / AMBULANCE		
District Hospital	:	0467-2217019 , 9778167700
Thejaswini Hospital	:	2284720, 2285255
City Hospital	:	2202574
Manzoor Hospital	:	2202170
TRANSPORT SERVICE		
KSRTC Depot	:	04994-230677
RTO	:	0467-2207766
VOLUNTARY ORGANISATIONS:		
Rotary	:	2282579
Lions Club	:	2282935
Jaycees	:	2282450
POL/LPG		
HPCL Mangalore	:	0824-2270688
IOC CAN	:	0497-2701265
BPCL CAN	:	0497-2705189
PRESS/MEDIA		
Malayala Manorama	:	0497-2204357
Mathrubhumi	:	0497-2202077

CHERUVATTUR

CIVIL / POLICE Authorities

District Collector	:	04994 256400, 04994-256600
ADM	:	04994 257833
RDO Kanhangad	:	0467-2204298
SP	:	04994 230401
DySP	:	0467 2201100
CI	:	0467-2218189
Local Police	:	0467-2210242
Railway Police	:	04994 223030

RPF	:	04994 226202
FIRE AND RESCUE SERVICE		
Fire Station / PAY	:	04985202901
Fire Station / TKQ	:	0467 2210201
KSRTC / KGQ	:	04994 230677
IOC Depot / CAN	:	0497 2765393
BPC Depot /CAN	:	0497-2705189
AMBULANCE	:	102
Co-operative Society Cheravattur	:	8281481100
FIRE FORCE	:	101
Trikaripur	:	0467-2210201
MEDICAL/ AMBULANCE SERVICE		
Dist Hospital	:	04994 222999
Dist Hospital Kanhangad	:	0467 2217019
Pariyaram Medical College	:	0497-2808111
Unity Hospital	:	9188007453
Manzar Hospital, Kanhangad	:	0467-2202170, 2202770
KAHM Hospital, Cheruvattur	:	0467-2260027,9074535494
ROAD CRANES AND EARTH MOVERS		
Dhillian Crane	:	9152836046
Axio	:	9152621804
VOLUNTARY ORGANISATIONS	:	
Merchant organization	:	0467-2762940

PAYYANNUR

CIVIL AUTHORITIES

District Collector /Kannur	:	0497-2700243, 2700242
RDO	:	0490-2343500
RTO	:	0497-2700566

POLICE

SP /Kannur	:	0497 2763330, Resi.2763331
Dy.SP /Kannur	:	0497-2763335, 9497990137
CI/Payyannur	:	0498- 5203091, 9497987213
Local Police Station/ Payyannur	:	0498-5203032,9497980872
Railway Police /Kannur	:	0497-2705018
RPF	:	0497- 2707920
FIRE FORCE	:	04985- 202901,9497920242

HOSPITALS

Govt. Taluk Hospital	:	04985 203130, 205714
Co-Op Hospital	:	04985 207372, 73, 229990 215300, 215301,215345

AKG Hospital	:	0497 2762500, 2762400,2762406
Koyili Hospital	:	0497 2707503, 2707502
MCH Pariyaram	:	0497 2808111
BKM Hospital	:	04985 202929, 203708,204787

AMBULANCE

Govt.Taluk Hospital	:	04985 203130, 205714
MCH Pariyaram	:	0497 2808111
Co-operative Rural Bank	:	8547859828

ROAD CRANE & EARTH MOVERS

Khalasi Valapatanam	:	9846054396
POL/LPG Depots	:	0497-2705189

PAYANGADI**CIVIL / POLICE Authorities**

District Collector /Kannur	:	0497-2700243 / Res.2700242
ADM /Kannur	:	0497-2700577
Thahasildar/Kannur	:	0497-2704969, 0498-5204460
RDO/Thaliparamba	:	0460-2300332
RTO /kannur	:	0497-2700566- PAY – 04985-293000
DIG/O/Kannur	:	0497-2700586 / 2711500
SP /Kannur	:	0497-2763330 / Res.2763331
DySP/Thaliparamba	:	0460 -2203247, 9497990139
CI	:	0460- 2203100
Local Police /Kannur	:	0497-2870233
Railway Police /Kannur	:	0497-2705018
IPF/Kannur	:	0497-2707920, 9746763708

FIRE AND RESCUE SERVICE

Station Officer/Kannur	:	0497-2706900
Fire Station	:	101
Fire Station / PAY	:	0498-5202901
Fire Station / TKQ	:	0467- 2210201
KSRTC / CAN	:	0497-2707777
BPCL /CAN	:	0497-2705189

MEDICAL/ AMBULANCE SERVICE

Dist Hospital	:	2731555 / 2731234
Dist Medical Officer	:	0497-2700709
Pariyaram Medical College	:	0497-2808080 / 2808111
AKG Hospital	:	0497 -2762500, 2762400
Koyili Hospital	:	0497 -2707503, 2707502
Thaluk Hospital /PAZ	:	0497-2870211

Khadeeja Nursing Home	:	0497-2870518
POL/LPG Depots	:	0497-2705189
Ambulance	:	102
Fire Force Ambulance	:	101
Dist Hosp.	:	2731555
AKG Hospital	:	2762500
Koyili Hospital	:	2707503
ROAD CRANE & EARTH MOVERS		
Khalasi Crane service	:	9846054396

KANNAPURAM

CIVIL / POLICE Authorities

District Collector, Kannur	:	0497- 2760243
SP, Kannur	:	0497-2700441, 2763330, 2763331, 2763334
DySP, Kannur	:	0497-2763335
SI of Police, Kannapuram	:	0497-2860244, 9497980854
RPF, Kannur	:	0497-2707920
Railway Police , Kannur	:	0497-2705018
Rail Alert	:	986100100
Child Line	:	1098
Police Station	:	0497-2860244

HOSPITALS

Govt. Hospital, Kannur	:	0497-2731234
SMDP Hospital, Cherukunnu	:	0497-2860271 / 2860373, 2860223
Railway Hospital, Kannur	:	0497-2712527, 9746763510
Pariyaram Medical College	:	0497- 2808111
AKG Hospital, Kannur	:	0497 2762500, 2762400
Koyili Hospital, Kannur	:	0497- 2707503,2707502

AMBULANCE

MVM Ambulance	:	9847854911
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ROAD CRANE & EARTH MOVERS

Khalasi Crane service	:	9846054396
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FIRE AND RESCUE SERVICE

Fire Station, Kannur	:	0497-2706900
Fire Station / PAY	:	04985 -202901
BPCL Kannur	:	0497-2705189, 2708613

VOLUNTARY ORGANISATIONS:

Rotary	:	9447067255
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MISCALLENEOUS

KSEB, Kannapuram	:	0497-2860275, 9496011230
KSRTC : Kannur	:	0497-2707777

VALAPATTANAM**CIVIL Authorities**

District Collector, Kannur	:	0497- 2700243,2700242(Res.)
RDO /Thaliparamba	:	0460-2343500, 2300332
Panchayat Office	:	0497-2778106
RTO	:	0497-2700566

POLICE

SP, Kannur	:	0497-2763330, 2763331,2763334
DySP, Kannur	:	0497-2763335
Police Station, VAPM	:	0497-2777100
Police Station, KPQ	:	0497-2860244
Railway Police, Kannur	:	0497-2705018
RPF, Kannur	:	0497-2707920
Rail Alert	:	986100100
Child Line	:	1098

HOSPITALS

Govt. Hospital	:	0497-2731234
Railway Hospital, Kannur	:	0497-2712527, 9746763510
Pariyaram Medical College	:	0497- 2808111
AKG Hospital, Kannur	:	0497- 2762500
Koyili Hospital, Kannur	:	0497 -2714444

AMBULANCE

Govt. Hospital	:	0497-2731234
MVM Ambulance	:	9847854911

FIRE AND RESCUE SERVICE

Fire Station, Kannur	:	0497-2706900
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ROAD CRANE & EARTH MOVERS

POL/LPG Depots /BPCL/Kannur	:	0497-2705189,2708613
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VOLUNTARY ORGANISATIONS:

Rotary	:	0497-2701555
Lions Club	:	0497-2702200

KANNUR**CIVIL AUTHORITIES**

District Collector, Kannur	:	0497- 2700243 /2700242
ADM	:	0497-2700577
Thahsildar	:	0497-2704969
RDO/TLY	:	0490-2343500
Dist.Panchayat Office,Kannur	:	0497-27800306
RTO /Kannur	:	0497-2700566, 8547639013

POLICE

IGP	:	0497-2700586 / 2711500
SP, Kannur	:	0497-2763330 / 2763331, 2763334
DySP, Kannur	:	0497-2763335, 9497990137
CI / CAN	:	0497-2763336
SI, Town Police Station	:	0497-2763337
Traffic Police Station	:	0497-2763338
SI, City Police Station	:	0497-2731187
Railway Police, Kannur	:	0497-2705018
RPF, Kannur	:	0497-2707920
High Way Patrolling	:	1033
Flying Squad	:	100

HOSPITALS

Govt. Hospital	:	0497-2731555,2731234
District Medical Officer	:	0497-2700709
Kannur Medical College	:	0497-2856400
Railway Hospital, Kannur	:	0497-2712527,9746763510
Pariyaram Medical College	:	0497-2808112 / 2808111
AKG Hospital, Kannur	:	0497 2762500, 2762400,2762406
Koyili Hospital, Kannur	:	0497 2707503, 2707502
Ashirvad Hospital	:	0497-2700070, 2709238,2700076,2709237
Red Cross	:	0497-2731490,
Speciality Hospital	:	0497-2703170,2722770,2766369,9446000753
Dhanalakshmi Hospital	:	0497-2714200, 2714208,2714253

AMBULANCE

Govt. Hospital	:	0497-2731234
AKG Hospital, Kannur	:	0497 2762500, 2762400
Vyapari Vyavasayi	:	2777343, 9744984488
Koyili Hospital, Kannur	:	0497 2707503, 2707502

FIRE AND RESCUE SERVICE

Fire Station, Kannur	:	101
	:	0497-2706900, 100

VOLUNTARY ORGANISATION

Rotary	:	9447687327
Lions	:	9847027390

POL/LPG Depots (0497)

BPCL Depot	:	2705189
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ROAD CRANE & EARTH MOVERS

	:	9846054396
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KANNUR SOUTH**CIVIL Authorities**

District Collector, Kannur	:	0497- 2700243(O) /2700242 (R)
ADM	:	2700577
Thahsildar	:	2704969

POLICE

IGP	:	0497-2700586 / 2711500
SP, Kannur	:	0497-2763330 / 2763331
DySP, Kannur	:	0497-2763335
CI / CAN	:	2763337
SI, Town Police Station	:	2763337
SI, City Police Station	:	2731187
Railway Police, Kannur	:	0497-2705018
RPF, Kannur	:	0497-2707920
High Way Patrolling	:	1033, 9846500104
Flying Squad	:	100

HOSPITALS

Govt. District Hospital	:	0497-2731555, 2731234,
District Medical Officer	:	0497-2700709
Kannur Medical College	:	0497-2856400
Railway Hospital, Kannur	:	0497-2712527
Pariyaram Medical College	:	0497-2808112 / 2808111
AKG Hospital, Kannur	:	0497 2762500, 2762400
Speciality Hospital	:	0497-2703170, 2722770
Dhanalakshmi Hospital	:	0497-2714200, 2714208,2714253

AMBULANCE

Govt. Hospital	:	0497-2731234
AKG Hospital, Kannur	:	0497 2762500, 2762400
ACT	:	9895977044
Fire Force Ambulance	:	2706900/101

ROAD CRANE & EARTH MOVERS

: 9846054396

POL/LPG Depots (0497)

IOC Depot	:	2760393
BPCL Depot	:	2705189

VOLUNTARY ORGANISATION

Rotary /Kannur	:	9447687327
Lions Club.Kannur	:	9847027390

ETAKKOT**CIVIL Authorities**

District Collector, Kannur :	0497- 2700243(O) /2700242 (R)
RDO :	0490 2343500
Panchayath :	0497-2832055
RTO :	0497-2700566

POLICE

SP :	0497-2763332 / 2763331
DySP, Kannur :	0497-2323350
CI / CAN :	0497-2731187
Local Police Station :	0497-2832022
Railway Police, Kannur :	0497-2705018
RPF, Kannur :	0497-2707920

HOSPITALS

Govt. District Hospital, CAN :	0497-2731234
Co-Op Hospital TLY :	0490-3059751
Govt. Hospital TLY :	0490-2327450
Railway Hospital, Kannur :	0497-2712527
Pvt. Doctors : Dr.Harikumar Clinic :	0497-2833578, (R) 0497-2346210

FIRE AND RESCUE SERVICE

Thalassery :	0490-2344101
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AMBULANCE

Co-Op Hospital TLY :	0490-3059751
Govt. Hospital TLY :	0490-2327450
AKG Hospital, Kannur :	0497 2762500, 2762400
Koyili Hospital Kannur :	0497-2707503
ROAD CRANE & EARTH MOVERS :	0497-2777939, 9846054396

POL/LPG Depots (0497)

BPCL Depot :	2705189
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VOLUNTARY ORGANISATION

Lions :	9447751625
Rotary :	9847142376

THALASSERY**CIVIL Authorities**

District Collector, Kannur :	0497- 2700243(O) / 2700242 (R)
Sub Collector :	0490 2342400
RDO :	0490 2343500
Municipality :	0490 2320051
RTO :	0490-2320051

POLICE

SP	:	0497-2763330,2763331,2763334
DySP, Thalassery	:	0490-2323350
Camp Office	:	0497-2763331
CI	:	9497990138
Local Police Station	:	0490-2323352
RPF, TLY	:	0490-2343870

HOSPITALS

Govt. Hospital TLY	:	0490-2327450, 2322150
Mission Hospital	:	0490-2325925
TELY Hospital	:	0490-2341942
Indira Co operative	:	0490-2328500
Co-Op Hospital	:	0490-2320094, 2341036,
Railway Hospital, Kannur	:	0497-2712527

FIRE AND RESCUE SERVICE

	:	101
Thalassery	:	0490-2344101
Mahe	:	0490-2332500

AMBULANCE

Indira Co operative	:	9847023135
Sardar Chandroth Memorial	:	9895579580
Co-Op Hospital TLY	:	0490-3059751
Fire Force	:	0490-2344101

ROAD CRANE & EARTH MOVERS	:	9846054396, 9447322625
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POL/LPG Depots (0497)

IOC Depot	:	2760393
HPC/ETR	:	0495-2561647

VOLUNTARY ORGANISATION

Lions	:	9447751625
Rotary	:	9847142376

MAHE**CIVIL Authorities**

District Collector, Kozhikode	:	0495-2371400 (O), 0495-2383500(R),
9447171400		
District DMA	:	0495-2373902
Thahsildar, Vadakara	:	0496-2522361, 9447045361
Village Office, Azhiyoor	:	0496-2504244, 8547616302
Panchayat Office	:	0496-2500101
Administrator, UT, Mahe	:	0490-2322222

POLICE

SP Rural Vadakara	:	0496-2523100
CI/Vadakara	:	0496-2524206, 9497987186
Chombala Police Station	:	0496-2504600
SI	:	9497963711
Special Branch/CLT	:	0496-2523041
New MAHE Police Station	:	0490-2356688
SP UT of MAHE	:	0490-2332513
MAHE police Station	:	0490-2332323

HOSPITALS

Govt. Hospital MAHE	:	0490-2332243
Dy. Director Govt. Hospital Mahe	:	0490-2332225
RMO	:	2334042
GH, TLY	:	0490-2327450
GH, BDJ	:	0496-2524259

Pvt. Hospitals

Indira Gandhi Co operative	:	0490-2323500
Co-Op Hospital, TLY	:	0490-2328730, 2320094
CM Hospital BDJ	:	0496-2513042
Asha Hospital BDJ	:	0496-2512557

FIRE AND RESCUE SERVICE : 101

Thalassery	:	0490-2344101
Mahe	:	0490-2332500

AMBULANCE

Chokli CMC	:	9526636695
Indira Gandhi Co operative Hosp. TLY	:	9847023135
Co-Op Hospital TLY	:	0490-3059751
CH Centre MAHE	:	9048944440
Dr. Zakkir Hussain Ambulance	:	9995331971

POL/LPG Depots

HPCL ETR	:	0495-2462095, 2461647
BPCL CAN	:	0497-2705189

VADAKARA**CIVIL Authorities**

District Collector, Kozhikode	:	0495-2371400 (O), 0495-2383500(R)
Thahsildar, Vadakara	:	0496-2522361, 9447045361
District Disaster Management Cell	:	0495-2373902
Municipality	:	0496-2512378
ADM	:	0495-2371062, 8547616013

POLICE

SP	:	0496-2523031
Camp Office	:	0496-2523100
Dy.SP	:	9497990123
CI/Vadakara	:	0496-2524206, 9497987186
Police Station	:	0496-2524206
SI	:	9497980796

HOSPITALS

Tahluk Hospital	:	0496-2524259, 2525083
Medical College	:	0495-2356991
Medical College Kozhikode	:	0495-2356394

Pvt. Hospitals :

Asha Hospital BDJ	:	0496-2664000
CM Hospital	:	0496-2512714, 8943068943
Co-Operative	:	0496-2517020

FIRE AND RESCUE SERVICE :

Govt. Hospital	:	0496-2524259
Vadakara	:	0496-2514600
Perambra	:	0496-2610201
Nadapuram	:	0496-2448000

AMBULANCE

Manikkoth Ebrahim Memorial	:	9946342774, 9496917297
Co-Op Hospital	:	0496-2520600
Kunhipalli	:	9495410302

POL/LPG Depots

HPCL ETR	:	0495-2462095, 2461647
BPCL CAN	:	0497-2705189

VOLUNTARY ORGANISATION

Lions	:	0496-2525995
Rotary	:	0496-2512666, 9447710266
Red Cross	:	0496-2525995
Merchants Association	:	0496-2524292

TRANSPORTATION

KSRTC	:	0496-2523377
Vivekananda	:	0496-2515235
Narayana	:	0496-2525295

MEDIA :

Malayala Manorama	:	0496-2523017
Mathrubhumi	:	0496-2523245

TIKKOTI**CIVIL Authorities**

District Collector, Kozhikode	:	0495-2371400 (O), 0495-2383500(R)
Disaster Management Cell	;	0495-2373902
RDO/ Quilandi	:	9446783441
RTO	:	0496-2623215
Municipal Office, Payyoli	:	0496-2602043
Panchayat Office Tikkoti	:	0496-2602054

POLICE

Commisioner Of Police /Kozhikode	:	0495-2722911(O) 2370300(R)
SP	:	0495-2722116
Dy.SP	:	0496-2523031
CI/Payyoli	:	0496-2602034,
Railway Police Kozhikode	:	0495-2703499 Rly : 64164
RPF CLT	:	0495-2702795 Rly :64160
Vanitha Police Vadakara	:	0496-2517767

HOSPITALS

Govt. Hospital, QLD	:	0496-2620241
Govt. Hospital Payyoli	:	0496-2602170
Medical College	:	0495-2356991, 530
Rly Health Unit CLT	:	0495-2704200 Rly : 64148

Pvt. Hospitals :

Co-op Hospital QLD	:	0496-2623205
Co-op. Hospital Vadakara	:	0496-2524688
Anand Hospital Payyoli	:	0496-2603033

FIRE AND RESCUE SERVICE :

Govt. Hospital	:	0496-2524259
Vadakara	:	0496-2514600
Perambra	:	0496-2610201
Nadapuram	:	0496-2448000

AMBULANCE

Ambulance Kanivu, Nandi	:	9544885370
Ambulance Ismail, Payyoli	:	9539121200, 9895264260

POL/LPG Depots

LPG/POL Depot Feroke	:	0495-2482987, 2483757
LPG ETR	:	0495-2462095,2461647

QUILANDY**CIVIL Authorities**

District Collector, Kozhikode	:	0495-2371400 (O), 0495-2383500(R)
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District Disaster Management Cell	:	0495-2373902
RDO/ Quilandi	:	9446783441, 9447175458
RTO	:	0496-2623215
Municipal Office	:	0496-2602043
Taluk	:	0496-2620235
POLICE		
SP	:	9497996975, 0495-2722116
Dy.SP	:	9497990122, 0496-2523031
CI	:	0496-2620296, 9497997193
Local Police station	:	0496 2620236
SI	:	9497980798
Railway Police Kozhikode	:	0495-2703499 Rly : 64164
RPF CLT	:	0495-2702795 Rly :64160
HOSPITALS		
Govt. Hospital, QLD	:	0496-2620241
Govt. Hospital, CLT	:	0495-2365917
Rly Health Unit CLT	:	0495-2704200 Rly : 64148
Pvt. Hospitals :		
Co-op Hospital QLD	:	0496-2623205
Rakesh Hospital	:	0496-2620505
Sarada Health Centre	:	0496-2620287
Pvt. Doctors :		
Dr.Sukumaran & Dr. Premavathi:	:	0496-2620435
AMBULANCE		
Sevabharathi	:	9605322776
Govt.Hospital	:	9946223355
Co-op. Hospital	:	9447931145
ROAD CRANES AND EARTH MOVERS		
JCB Nandi	:	9947151834
Viyyur	:	9446164460
FIRE AND RESCUE SERVICE :		
Quilandi	:	101, 0496-2620101
Vadakara	:	0496-2514600
Perambra	:	0496-2610201
CLT	:	0495-2365333
POL/LPG Depots		
LPG/POL Depot Feroke	:	0495-2482987, 2483757
ETR -BPCL	:	0495-2462095,2461647
VOLUNTARY ORGANISATION		
Rotary	:	9388877733
Jaycees	:	9447050883

ELATHUR (STD : 0495)**CIVIL Authorities**

District Collector, Kozhikode	:	0495-2371400 (O), 0495-2383500(R)
District Disaster Management Cell	:	0495-2373902
ADM	:	2371062
RDO	:	2375458
RTO	:	2371705
Thahsildar	:	2372966
Mayor	:	2360550

POLICE

Control Room	:	100
Traffic Police	:	2721831
CCP	:	2722911
ACP (North)	:	2367473
Local Police	:	2462045
Railway Police Kozhikode	:	0495-2703499 Rly : 64164
RPF CLT	:	0495-2702795 Rly :64160

HOSPITALS

Govt. Beach Hospital	:	0495-2365919
Medical College	:	0495-2350291,2350317
Rly Health Unit CLT	:	0495-2704200 Rly : 64148

Pvt. Hospitals :

PVS	:	0495-2707270
BMH	:	0495-2723271
MIMS	:	0495-3911400
IQRA	:	0495-2579100

BLOOD BANK : BD Forum	:	9847154631
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AMBULANCE

Angel	:	102,
MCH	:	2356991
Beach	:	2365917

ROAD CRANES AND EARTH MOVERS

Local	:	9446002402, 8943412126
Malabar	:	2771499,
Mythri	:	2767516

FIRE AND RESCUE SERVICE :

Meenchantha	:	2321654
Beach	:	2365333
Silver Hills	:	2377003

POL/LPG Depots

LPG/POL Depot Feroke	:	0495-2482987, 2483757
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LPG ETR : 0495-2462095,2461647

VOLUNTARY ORGANISATION

Rotary : 9388877733

Jaycees : 9447050883

TRANSPORT

Taxi Stand : Palayam : 0495-2721954

CLT RS : 2305033

Link Road : 2306023

WEST HILL (0495)

CIVIL AUTHORITIES

District Collector /K : 0495-2371400(O), 2383500(R)

District Disaster Management Cell : 0495-2373902

RDO : 0495-2371062 (O), 2791533(R)

POLICE

IG : 2368500

Commissioner of Police : 2722911

Nadakkavu Police Station : 2766433

Vellayil Police Station : 2384799

TRANSPORT

District Transport Officer : 2390350

KSRTC : 2723796

Taxi : Palayam – : 0495-2721954

SM street : 2722128

Link Road : 2306023

HOSPITALS

Govt. Beach Hospital : 0495-2365917

Medical College, Kozhikode : 0495-2350291,2350317

Rly Health Unit CLT : 0495-2704200 Rly : 64148

Pvt. Hospitals :

PVS : 0495-2705045,2707270

Fathima : 0495-2764410

BMH : 0495-2723272

MIMS : 0495-3911400

National Hospital : 0495-2723066

AMBULANCE : 102

FIRE AND RESCUE SERVICE :

District fire Officer Meenchantha : 0495-2323191

Beach : 0495-2365917

Meenchantha : 2321654

Vellimadukunnu : 2371003

Mukkam : 2297601

VOLUNTARY ORGANISATION

Lions Club : 0495-277499

Rotary : 2767516

POL/LPG Depots

LPG/POL Depot Feroke : 0495-2482987, 2483757

LPG ETR : 0495-2462095, 2461647

LPG CLT : 0495-2455268, 2400265

Chelari : 0494-2400227

KOZHIKODE

CIVIL AUTHORITIES

District Collector : 0495-2371400(O), 2383500(R)

ADM : 2371062

RDO : 0495-2375458

Thahsildar : 0495-2372966

Mayor : 0495-2365797

District Panchayath Office : 0495-2370550, 2370050

POLICE

Control room : 100

Commissioner of Police : 0495-2722911, 2721831, 2730300 (R)

Asst. Commissioner (North) : 0495-2367473 (R)

Nadakkavu Police Station : 2766433

Crime Stopper : 1090

Govt. Railway Police Station : 0495-2703499

Railway Protection Force : 0495-2702795

TRANSPORT

Regional Transport Officer : 0495-2371705, 2361282, 2721924

KSRTC : 0495-2723796

Taxi : Palayam : 0495-2721954

SM street : 2722128

Link Road : 2306023

HOSPITALS

Govt. Beach Hospital : 0495-2365917

Medical College hospital, Kozhikode : 0495-2356531

Rly Health Unit CLT : 0495-2704200 Rly : 64148

Pvt. Hospitals :

Baby Memorial : 0495-2723272

PVS : 0495-2705045

Fathima	:	0495-2766410
MIMS	:	0495- 2744000
IQRA	:	0495-2379100
National Hospital	:	0495-2723279
Pvt. Doctors : Dr.Ramakrishnan	:	0495-2303522
Dr.V.P.Ambujakshan	:	0495-2369504
Dr.K.P.Rajagopal	:	0495-2740054
Dr.Jacob Cherian	:	0495-2369674
AMBULANCE	:	102
Angel	:	102
Beach Govt. Hospital	:	0495-2365917
Govt. Medical College hospital	:	0495-2350291,2350317
PVS Hospital	:	0495- 2705045
National Hospital	:	0495-2723061,2723279
BLOOD BANK		
KMCT Blood Bank	:	0495-2293500
Medical College Hospital	:	0495-23350320
Fathima Hospital	:	0495-2766351
Baby Memorial Hospital	:	0495-2723272
FIRE AND RESCUE SERVICE :		
Meenchantha	:	0495-2321654
Vellimadukunnu	:	0495-2371003
City Beach	:	0495-2365333
VOLUNTARY ORGANISATION		
Lions Club	:	0495-2771499
Rotary club	:	0495-2767516
Friends	:	0495-2724550
POL/LPG Depots		
LPG/POL Depot Feroke	:	0495-2483757
LPG ETR	:	0495-2462095, 2461617
ROAD CRANES AND EARTH MOVERS		
Hill road	:	0495-2485695
Mythri Crane Service	:	0495-2377154
 <u>KALLAI</u>		
CIVIL AUTHORITIES		
District Collector	:	0495-2371400(O), 2383500(R)
RDO	:	0495-2375458
District Panchayath Office	:	0495-2370550, 2370050
POLICE		

IG of Police	:	0495-2369190, 2368500
Control room	:	100
SP of Police	:	0495-272911, 2721831, 2730300 (R)
SI of Police	:	0495-2320860
Govt. Railway Police Station	:	0495-2703499
Railway Protection Force	:	0495-2702795

TRANSPORT

Dy. Transport Commissioner Civil Station	:	0495-2370985
RTO	:	0495-2371705
Taxi : Palayam	:	0495-2721954
Link Road	:	2306023

HOSPITALS

Govt. Beach Hospital	:	0495-2365367
Medical College hospital, Kozhikode	:	0495-2350216, 2350217
Rly Health Unit CLT	:	0495-2704200 Rly : 64148

Pvt. Hospitals :

Baby Memorial	:	0495-2723272, 2723270
PVS	:	0495-2705045
Fathima	:	0495-2766351
MIMS	:	0495- 2742117
IQRA	:	0495-2379100
National Hospital	:	0495-2723061

AMBULANCE

Angel	:	108
Beach Govt. Hospital	:	0495-2365917, 2365367
Medical College hospital/Kozhikode	:	0495-2350216, 2350217
PVS Hospital	:	0495- 2705045
National Hospital	:	0495-2723061

BLOOD BANK

Medical College Hospital	:	0495-2350320
MIMS	:	0495-2744000
Rotary Club	:	0495-2767516
Baby Memorial Hospital	:	0495-2723272

FIRE AND RESCUE SERVICE:

Meenchantha	:	0495-2321654
Vellimadukunnu	:	0495-2371003
Kozhikode Beach	:	0495-2365333

VOLUNTARY ORGANISATION

Lions Club	:	0495-2771499
Rotary club	:	0495-2767516

POL/LPG Depots

LPG/POL Depot Feroke	:	0495-2483757
LPG ETR	:	0495-2462095
ROAD CRANES AND EARTH MOVERS		
Malabar Crane Service	:	0495-2374648
Hill road	:	0495-2485695
Mythri Crane Service	:	0495-2377154

FEROKE**CIVIL AUTHORITIES**

District Collector	:	0495-2371400(O), 2383500(R)
Dy. Collector	:	0495-2371062
Feroke Municipality	:	0495-2482243

POLICE

IG of Police North Zone	:	0495-2368500
Kozhikode/City commissioner	:	0495- 2721831
CI, Nallalam	:	0495-2420643, 9497987179
CI, Feroke	:	0495-2482230, 9497947231
Vanitha Police Station/Kozhikode	:	0495-2724070
Police Control Room	:	100, 1098

HOSPITALS

Govt. Beach Hospital	:	0495-2365917, 2365367
Medical College hospital, Kozhikode	:	0495- 2350216, 2350217
Rly Health Unit CLT	:	0495-2704200 Rly : 64148

Pvt. Hospitals

Koya's Hospital Feroke	:	0495-2483804, 2483805
ESI Hospital/ Feroke	:	0495-2483245
Red Crescent	:	0495-2481950, 2484950

AMBULANCE

	:	108
Angel	:	108
Beach Govt. Hospital	:	0495-2365917
PVS Hospital	:	0495- 2705045

BLOOD BANK

Medical College Hospital	:	0495-2350320
MIMS	:	0495-2744000
Rotary Club	:	0495-2767516
Baby Memorial Hospital	:	0495-2723272, 2723270

TRANSPORT

KSRTC	:	2723796
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FIRE AND RESCUE SERVICE:

Meenchantha	:	0495-2321654
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Kozhikode Beach	:	0495-2365333
VOLUNTARY ORGANISATION		
Lions Club	:	2483435, 2430987, 2771499
Rotary club	:	0495-2767516
POL/LPG Depots		
IOC Depot Feroke	:	0495- 2483757, 2482987, 9447405209
IOC, Chelari	:	0495-2462095

KADALUNDI**CIVIL AUTHORITIES**

District Collector/Kozhikode	:	0495-2371400(O), 2383500(R), 9447171400
RDO /Kozhikode	:	0495-2375458
Municipal/Panchayath Office	:	0495-2470227
RTO /Kozhikode	:	0495-2371705
KSRTC/Kozhikode	:	0495-2723796

POLICE

IG/North/ Kozhikode	:	0495-2368500, 9497999998
CI of Local Police Station Feroke	:	0495-2482230, 9497980708
Railway Police	:	0495-2703499
Railway Protection Force	:	0495-2702795

HOSPITALS

Govt.Hospital /Medical College hospital	:	2350216,2350217
Rly Health Unit CLT	:	0495-2704200 Rly : 64148

Pvt. Hospitals :

TMH	:	2470444, 2470004
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AMBULANCE

	:	102
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Angel	:	108
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FIRE AND RESCUE SERVICE	:	101
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POL/LPG Depots

LPG/POL/Feroke	:	0495-2483757
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PARAPPANANGADI**CIVIL AUTHORITIES**

District Collector, Malappuram	:	0483-2734355, 9446539017
RTO, Tirurangadi	:	0494-2463000
Municipal/Panchayath Office	:	0494-2410239
RDO	:	0483-2734924

POLICE

SP /Malappuram	:	0483-2734377, 2734983, 9497996976
Dy.SP, Tirur	:	0494-2431450

CI, Tanur	:	0494-2441300
CI of Local Police Station / Parappanagadi	:	0494-2410260, 9497947225
Railway Police , CLT	:	0495-2703499
RPF	:	0495-2702795
Fire force	:	101

HOSPITAL

Railway Hospital	:	0495-2704200
Govt. Hospital Tirurangadi	:	0494-2460372

Pvt. Hospitals :

Nahas	:	0494-2410922,2412922
Prasanth	:	0494-2410286
Janaseva Hospital	:	0494-2414500, 7025774502

AMBULANCE

Govt Hospital	:	108
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ROAD CRANE & EARTH MOVERS

Tirur R	:	9946332233
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LPG/POL Depot

Feroke	:	0495-2422987, 2483757
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VOLUNTARY ORGANISATION

Troma	:	7510450100
JCI	:	9995877051

TANUR**CIVIL AUTHORITIES**

District Collector, Malappuram	:	0483-2734355, 9446539017
Thahsildar , Tirur	:	0494-2430200
RDO, Tirur	:	0494-2421200
MunicipalOffice Tanur	:	0494-2440235
Joint RTO, Tirur	:	0494-2423700, 8547639055

POLICE

SP, Malappuram	:	0483-2734377, 2734983
Dy.SP, Tirur	:	0494-2431450
CI of Local Police Station, Tanur	:	0494-2440221, 9497987167
Railway Police , CLT	:	0495-2703499 Rly : 64164
RPF	:	0495-2702795
Child Held line	:	1098

HOSPITAL

Railway Hospital	:	0495-2704200
Medical college Calicut	:	0495-2350216, 2350217,2356991, 2356530

Taluk Hospital Tirur	:	0494-2422044
Govt. Hospital Tanur	:	0494-2443684
Tirur Nursing Home	:	0494-2422002
Pvt. Hospitals :		
Daya Hospital	:	0494-2442138
Unity Hospital, Tanur	:	0494-2443311
Pvt. Doctors :		
Dr.Manoj	:	2440827, 9946004999
Dr.SKH Thangal	:	9447536812
Dr.Hashim	:	0494-2441277
AMBULANCE		
Pvt Ambulance	:	9447431308
FIRE FORCE	:	100/101
Fire Rescue Tirur	:	0494-2422333,2420200
ROAD CRANE & EARTH MOVERS		
Tirur- Relax	:	9946332233
LPG/POL Depot		
Feroke	:	0495-2422987, 2483757
ROAD WAYS :		
KSRTC, Malappuram	:	0483-2736240, 2734950
Calicut	:	0495-2723796
Edappal	:	0494-2699248
Ponnani	:	0494-266397

TIRUR

CIVIL AUTHORITIES

District Collector, Malappuram	:	0483-2734355, 2734922, 9446539017
Dy.Collector	:	0483-2734990, 8547616005
Thahsildar , Tirur	:	0494-2430200
RDO, Tirur	:	0494-2421200
Municipal Chairman	:	0494-2422303
Municipal Secretary	:	0494--2422304

POLICE

SP, Malappuram	:	0483-2734377, 2734384(R), 9497996976
Dy.SP, Tirur	:	0494-2431450, 9497990105
CI	:	0494-2422046, 2422026
SI	:	0494-2422046
IG North Zone	:	0495-2368500, 0495-2369190
IPF/SRR	:	0466-2222848
IRP/CLT	:	0495-2702795

HOSPITAL

Railway Hospital, CLT : 0495-2704200
 Medical college Calicut : 0495-2350216, 2350217, 2356991, 2356530

Pvt. Hospitals :

City Hospital : 0494-2423344
 Tirur Nursing Home : 0494-2422002
 Tirur Mission Hospital : 0494-2421425
 Kottakal Arya Vidya Sala : 0483-2742216
 Kalliyath Hospiutal : 0494-2425128

AMBULANCE

Taluk Hospital : 0494-2422044
 Tirur Nursing Home : 0494-2422002
 City Hospital : 0494-2423344
 Tirur Mission Hospital : 0494-2421425
 Kottakal Arya Vidya Sala : 0483-2742216
 Medical college Calicut : 0495-2350216, 2350217, 2356991, 2356530

FIRE FORCE : 100/101

Fire Rescue Tirur : 0494-2422333
 Fire Force Malappuram : 0483-2734800
 Perinthalmanna : 0493-3227800, 3227801
 Ponnani : 0494-2666002

ROAD CRANE & EARTH MOVERS

Malabar crane : 0495- 2374648

LPG/POL Depot

Feroke IOC : 0495- 2483757

ROAD WAYS :

KSRTC, Malappuram : 0483-2734950
 KSRTC Perithalmanna : 0493-3227342

VOLUNTARY ORGANISATION

Chamberof commerce/TIR : 0494-2422851
 Junior Chamber : 9961286642

TIRUNNAVAYA**CIVIL AUTHORITIES**

District Collector, Malappuram : 0483-2734355 (O), 0483-2734225 (R),
 9446539017
 Dy.Collector : 0483-2734990
 RDO, Tirur : 0494-2421200
 Panchayath Secretary, TUA : 0494-2602042
 KSEB : 0494-2602331

KSEB/Puthanathani	:	0494-2547045
POLICE		
SP, Malapuram	:	0483-2734377, 2734384(R), 9497996976
Dy.SP, Tirur	:	0494-2431450
CI	:	0494-2429730
SI	:	0494-2429046
HOSPITAL		
Taluk Hospital Tirur	:	0494-2422044
Medical college Calicut	:	0495-2350216, 2350217, 2356991, 2356530
Pvt. Hospitals with Ambulance		
City Hospital	:	0494-2423344
Tirur Nursing Home	:	0494-2422002
Codakkal CSI	:	0494-2602415, 2602119
PVS Calicut	:	0495-3011222
FIRE FORCE	:	100/101
Fire Rescue Tirur	:	0494-2422333
ROAD CRANE & EARTH MOVERS		
Malabar Crane Service	:	0495-2374648
LPG/POL Depot		
Feroke IOC	:	0495-2483757, 2482987
ROAD WAYS :		
KSRTC, Malappuram	:	0483-2734950
VOLUNTARY ORGANISATION		
J Chamber of commerce/TIR	:	0494-2422851
Junior Chamber	:	9961286642

KUTTIPURAM

CIVIL AUTHORITIES

District Collector, Malappuram	:	0483-2734355
RDO, Tirur	:	0494-2421200, 2426394
Panchayat Office/Kuttiapuram	:	0494-2608329

POLICE

SP, Malappuram	:	0483-2734377
Dy.SP, Tirur	:	0494-2431450
CI/Vallancheri	:	0494-2644143
Local Police Station Kuttippuram	:	0494-2608250
Railway Police Shornur	:	0466-2222410
RPF : SRR	:	0466-2222848

HOSPITAL

Railway Hospital, SRR	:	0466-2222518
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Govt. Hospital Tirur : 0494-2422044

Govt. Hospital Kuttipuram : 0494-2608282

Pvt. Hospitals :

Amana, Kuttipuram : 0494-2607999

Edapal Hospital, Edapal : 0494-2660200

Pvt. Doctors :

Dr. Veerankutty : 9846113193

Dr.Sudeesh : 9496727271

Dr.Vijith : 9447924586

AMBULANCE

Railway Hospital, SRR : 0466-2222518

Govt. Hospital Tirur : 0494-2422044

Pvt.TMTU : 9539472555, 9387646300

FIRE FORCE : 100/101

Fire Rescue Tirur : 0494-2422333

Ponnani : 0494-2666002

LPG/POL Depot

Feroke IOC : 0495- 2483757, 2482987

PALLIPURAM

CIVIL AUTHORITIES

District Collector, Palakkad : 0491 -2505266

RDO /Ottapalam : 0466 -2244323

Panchayat Office, Pallipuram : 0466- 2238225

RTO, Pattambi : 0466- 2214182

POLICE

SP, Palakkad : 0491- 2534011

Dy.SP,. Shoranur : 04662222409

CI, Pattambi : 0466 2212224

CI of Local Police Station/Trithala : 0466 2272004

Railway Police, SRR : 0466-2222410, 62904 (Rly.)

RPF, SRR : 0466-2222848

FIRE FORCE

Shoranur : 0466- 2222501

HOSPITALS

Railway Hospital, Shoranur : 0466- 2222518, 69166(Rly.)

Govt. Taluk Hospital, Pattambi : 0466 -2213769

Govt.Hospital,Pallipuram : 0466-2239756

Pvt. Hospitals: Sevana : 0466 - 2345000

Pattambi Nila : 0466 2212565

Pvt.Doctors : Dr.Geetha : 0466 2238260,
 Dr.Suryanarayanan : 0466 2238260
 Dr.Suseela : 0466-2238234

AMBULANCE :

Govt. Hospital, Pattambi : 0466 2213769
 ALI Ambulance : 9846266339

VOLUNTARY ORGANISATIONS:

C Commerce : 0466-2212613

ROAD CRANES AND EARTH MOVERS

JCB-Prakashan : 9847678963
 Malabar Vadanamkurissi : 0466-2233007

LPG/POL Depots

IOC Faroke : 0495-2482987, 2483757

PATTAMBI**CIVIL AUTHORITIES**

District Collector, Palakkad : 0491-2505266, 2505309
 RDO /Ottapalam : 0466 2244323
 Municipality/ Panchayat Office, Pattambi : 0466 2212233
 RTO, Pattambi : 0466 2214182

POLICE

SP, Palakkad : 0491- 2534011
 Dy.SP,. Shoranur : 0466-2222408,2222409
 CI, Pattambi : 0466 2212224
 Local Police Station : 0466 2212224
 Railway Police, SRR : 0466-2222410
 RPF, SRR : 0466-2222848

FIRE FORCE

Shoranur : 0466-2222701, 2222501

HOSPITALS

Railway Hospital, shoranur : 0466 2222518
 Govt. Hospital, Pattambi : 0466 2213769
 Pvt. Hospitals: Sevana /Pattambi : 0466 -2212101, 2345000
 Pattambi Nila : 0466 -2212565

Pvt.Doctors : Dr.Divakaran : 9656102902
 Dr. Suni Kumar : 9895744822,
 Dr.Rajeevan : 0466-2212167

AMBULANCE :

Railway Hospital SRR : 0466 2222518
 Govt. Hospital, Pattambi : 0466 2213769

ALI Ambulance : 9846266339

VOLUNTARY ORGANISATIONS:

Lions Club : 9995445683

Rotary club : 9846205424

ROAD CRANES AND EARTH MOVERS

JCB-Prakashan : 9847678963

Sreejith/Pattambi : 9744139512

LPG/POL Depots

BPCL Palakkad : 0491-2566156

POL, IOC Faroke : 0495-2483757

KARAKKAD

CIVIL AUTHORITIES

District Collector, Palakkad : 0491- 2505266, 2505309

RDO /Ottapalam : 0466 -2244323

Panchayat Office, Ongallur : 0466 -2233242

RTO, Pattambi : 0466 -2214182

POLICE

SP, Palakkad : 0491- 2534011

Dy.SP,. Shoranur : 0466-2222409

CI, Pattambi : 0466 -2212224

Local Police Station/SRR : 0466-2222406

Railway Police, SRR : 0466-2222410 (69204 Rly.)

RPF, SRR : 0466-2222848 (69202 Rly.)

FIRE FORCE

Shoranur : 0466 -2222501

HOSPITALS

Railway Hospital, shoranur : 0466- 2222518

Govt. Hospital, Pattambi : 0466 2213769

Pvt. Hospitals: Sevana : 0466 -2345000

Pattambi Nila : 0466 2212565

AMBULANCE :

Railway Hospital SRR : 0466 2222518

Govt. Hospital, Pattambi : 0466 2213769

ALI Ambulance : 9846266339

VOLUNTARY ORGANISATIONS:

Lions Club : 0466 2214698

ROAD CRANES AND EARTH MOVERS

Prakashan : 9847678963

LPG/POL Depots

HPCL Kanjikode : 0491-2566156
 POL, IOC Faroke : 0495-2483757

SHORANUR**CIVIL AUTHORITIES**

District Collector/Palakkad : 0491-2505309, 9387288266
 Collectorate : 0491-2505266
 RDO /Palakkad : 0491-2535585
 RDO/OTP : 0466-2244323
 Thahsildar : 0466-2244322
 Municipal Office/Shoranur : 0466-2222427

POLICE

SP, Palakkad : 0491- 2534011
 Dy.SP,.Shoranur : 0466 - 2222409
 CI of Local Police Station/Shoranur : 0466-2222406
 CI of Cheruthuruthy Police station : 04884262401
 Railway Police, Shoranur : 0466-2222410, Rly Auto : 69204
 RPF/SRR : 0466-2222848 Rly Auto: 69202

HOSPITALS

Railway Hospital, Shoranur : 0466-2222518
 Govt. Hospital/Shoranur : 0466-2224576
 Medical College/Trichur : 0487-2200310

Pvt.Hospitals

P.K.Das : 0466-2344500
 Jubilee : 0487-2421864
 SDA : 0466-2244201
 Valluvanad : 0466-2244423
 Sevana : 0466-2345000
 Nila : 0466-2212565

Pvt.Doctors :Dr.Alavi : 8547202602

AMBULANCE :

P.K.Das Medical college : 0466-2344500
 Shoranur Municipality : 0466-2222427
 Panchayath Office, Vallathol : 04884-262519
 Semalk : 0466-2246438
 SDA : 0466-2244201
 Ashwini : 0466-2244297

FIRE FORCE : **101**

Station Office, Shoranur : 0466-2222501, 2222701

ROAD CRANES AND EARTH MOVERS

Prakashan JCB /Shoranur : 9847678963

LPG/POL Depots

HPCL Kanjikode : 0491-2566156, 2566157

VOLUNTARY ORGANISATIONS:

JCI : 9446377849

Rotary Club : 9847223111

ROAD Ways

RTO, Ottapalam : 0466-2247064

RTO, Pattambi : 0466-2214182

ANGADIPURAM**CIVIL AUTHORITIES**

District Collector/Malapuram : 0483-273 4355, 273 4225

RDO /Perinthalmanna : 04933- 227214, 228082

Municipality, Perinthalmanna : 04933 229757

Panchayat Office Angadipuram : 04933 253000

RTO, Perinthalmanna : 04933 220856

POLICE

SP, Malappuram : 0483- 2734377, 9497996976

Dy.SP. Perinthalmanna : 04933 -227213

Clof Perinthalmanna : 04933-227213

Local Police Station : 04933 227231

Railway Police, SRR : 0466-2222410

RPF, SRR : 0466-2222848

FIRE FORCE

Malappuram : 0483 2734800

Perinthalmanna : 04933-227800, 7801

HOSPITALS

Railway Hospital : 0466 2222518

Govt. Hospital, Perinthalmanna : 9495999325

Pvt. Hospitals: EMS : 04933-225751

Moulana : 04933-228011

MES Medical College : 04933-298300

Al-Shifa : 04933 227616

AMBULANCE :

Govt. Hospital, Perinthalmanna : 9495999325

Moulana : 04933-228011

EMS : 04933-225751

Karunya	:	9539102100
LPG/POL Depots		
IOC	:	0495-2400227
ROAD CRANES AND EARTH MOVERS		
Janatha Earth Movers	:	04933 227510
VOLUNTARY ORGANISATIONS:		
Lions Club	:	984000242
Pvt.Doctors:		
Dr.Devassiya	:	04933-253015
Dr.Krishnankutty	:	04933-227148

VANIYAMBALAM

CIVIL AUTHORITIES

District Collector	:	0483- 2734355, 2734225
RDO/Perithalmanna	:	04933-227214
Panchayath Office	:	04931-247033
KSEB/Wandoor	:	04931 -247081
KSEB/VNBM	:	04931-235300
RTO	:	0483-2734924

POLICE

SP	:	0483 2734377
Dy.SP /Perithalmanna	:	04933 227213
CI/Wandoor	:	04931- 247527
Local Police Station	:	04931 247027
Railway Police	:	0466 2222410
RPF	:	0466 2222848

FIRE FORCE

Malappuram	:	0483 2734800
Perithalmanna	:	04933-227800
Shornur	:	0466-2222501
Nilambur	:	04931-226101

HOSPITALS

Railway Hospital	:	0466 2222518
Govt. Taluk Hospital, Wandoor	:	04931 -247378
Govt. Taluk Hospital, Nilambur	:	04931-220351
Govt. Medical College Manjeri	:	0483 2766850

Pvt. Hospitals:

Jaffer Medical Centre Wandoor	:	7025200091
NIMS Wandoor	:	04931- 249827, 249828
Vaniyambalam Hospital	:	9048628004

Private Doctors : Dr.Raees Ali	:	9946922494
Shakina	:	8078521159
Ambulance : Govt.Hospital Wandoor	:	04931-247378
Jafer Medical Centre	:	7025200093

ROAD CRANES AND EARTH MOVERS:

Crane	:	9447136192
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LPG/POL Depots

IOC Ferok	:	0495-2482987
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VOLUNTARY ORGANISATIONS:

Karunya	:	9447923101
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Shanti Arts and sports Club	:	9745425682
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NILAMBUR**CIVIL AUTHORITIES**

District Collector	:	0483-273 4355, 4377, 4225
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RDO /Perinthalmanna	:	04933- 227214
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Municipality, Nilambur	:	04931-220365
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RTO, Malappuram	:	0483 -2734924
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RTO, Nilambur	:	04931 226008
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POLICE

SP, Malappuram	:	0483-2734377
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DySP, Perinthalmanna	:	04933- 227213
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CI :Nilambur	:	04931-220340
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Local Police Station	:	04931- 220241
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Railway Police	:	0466-2222410
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RPF	:	0466-2222848
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FIRE FORCE

Malappuram	:	0483 2734800
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Nilambur	:	04931 226101
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Perinthalmanna	:	04933-227800
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HOSPITALS

Railway Hospital	:	0466 2222518
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Govt. Hospital, Nilambur	:	04931 220351
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Pvt. Hospitals:

PG Medical Trust Nilambur	:	04931 -224539
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Anugraha Hospital	:	04931 221917
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Elankulam Hospital, Nilambur	:	04931-220670
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Grace Welcare Hospitl, Edakkara	:	04931-274200
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PVT.DOCTORS:

Dr.K.P.Raveendran	:	04931-220515
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Dr.C.M.Gopinathan : 04931-220424
 Dr.Ummer : 04931-220514
 Dr.V.J.Jose : 04931-220297

AMBULANCE :

Govt.Hospital, Nilambur : 04931 220351
 PG Medical Trust Hospital Nilambur : 04931- 224539

VOLUNTARY ORGANISATIONS:

Lions Club : 9447226845
 Rotarty Club : 9847301050
 Junior Chamber : 9447108611

ROAD CRANES AND EARTH MOVERS

Thrimathy Cranes & Earth Movers : 04931 22287, 220271

LPG/POL DEPOT:

IOC/POL Feroke : 0495-2484987, 2483750

MANANNUR**CIVIL AUTHORITIES**

District Collector, Palakkad : Off - 0491 –2505309, 2505266
 RDO, Ottapalam : 0466 – 2244323
 Municipal Office, Ottapalam : 0466- 2244349
 Panchayath Office , Vaniyamkulam : 0466-2227127
 RTO /Ottappalam : 0466-2247064
 KSEB/Vaniyamkulam : 0466-2227101, 9496010172

POLICE

SP, Palakkad : 0491- 2534011
 Dy.SP.Shoranur : 0466 – 2222409
 CI Ottapalm : 9497987156
 Local Police Station : 9497934004
 Railway Police, Shoranur : 0466-2222410
 RPF, Shoranur : 0466-2222848

FIRE FORCE : 101

Shoranur : 0466-2222701

Forest Office

Range Office Kolappulli : 0466-2220108

HOSPITALS

Railway Hospital, Shoranur : 0466-2222518
 Govt. Hospital Ottapalam : 0466-2244480

Pvt. Hospitals: Ashwini : 0466-2244297

Semalk : 0466-2246438

Valluvanad : 0466-2244423

Seventh Day	:	0466-2244201
P.K.Das Medical college	:	0466-2344500
AMBULANCE :		
Govt. Hospital	:	0466-2244480
P.K.Das Medical college	:	9544970000, 0466-2344500
Municipality/Shoranur	:	0466-2222427
PVT.DOCTORS:		
Dr.Sarojini/Ottappalam	:	0466-2246707
Dr.Anil Kumar	:	0466-2223131
Dr. Alavi.K.P.	:	0466-2222602
VOLUNTARY ORGANISATIONS:		
NSS PRKH School	:	0466-2227215
ROAD CRANES AND EARTH MOVERS		
Basheer	:	9656813333
LPG/POL Depots		
BPCL Palakkad	:	0491-2566156
HPCL Kanjikode	:	0491-2566157

OTTAPALAM

CIVIL AUTHORITIES

District Collector, Palakkad : Off	:	0491 -2505309, 2533026, 2505266 8547610100, 9387288266
RDO /Palakkad	:	0491-25435585
Municipal/Panchayath Office, Ottapalam	:	0466-2244349
RTO	:	0466-2247064
KSEB	:	0466-2244332
POLICE		
SP, Palakkad	:	0491- 2534011, 9497996977
Dy.SP,.	:	0491 – 2222409, 9497990089
CI Ottapalm	:	9497987156
Local Police Station: Mob	:	9497934004
Railway Police	:	0491-2555218 Rly Auto Phone : 62820
RPF	:	0491-2555189 Rly Auto Phone : 62814
FIRE FORCE	:	101
Shoranur	:	0466-2222501/2222701

Forest

Range Office Kolappulli	:	0466-2220108
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HOSPITALS

Railway Hospital, Shoranur	:	0466-2222518
Govt. Hospital Ottapalam	:	0466-2244480

Pvt. Hospitals: Ashwini	:	0466- 2244297
Semalk	:	0466-2246438
Valluvanad	:	0466-2244423
Seventh Day	:	0466-2244201
P.K.Das Medical college	:	0466-2344500
AMBULANCE :		
Govt. Hospital	:	0466-2244480
P.K.Das Medical college	:	0466-2344500, 9544970000
Rotary Club Ottapalam	:	9387466569
Karunya	:	9605469202, 7561861645
VOLUNTARY ORGANISATIONS:		
Rotary Club	:	0466-2231484, 2245822, 9895722011
ROAD CRANES AND EARTH MOVERS		
Prakashan JCB	:	9847678963
PVT.DOCTORS:		
Dr.Sarojini/Ottappalam	:	0466-2246707
Dr.Anil Kumar	:	0466-2223131
Dr. Alavi.K.P.	:	0466-2222602
LPG/POL Depots		
BPCL Palakkad	:	0491-2566156
HPCL Kanjikode	:	0491-2566157

LAKKITTI(STD : 0466)

CIVIL AUTHORITIES

District Collector, Palakkad: Off	:	0491 -2505266, 9387288266
Camp Off-	:	0491-2533026, CA- 2550266
RDO/Ottappalam	:	0466-2244323, 2244349, 9447009349
Panchayat Office	:	0466-2230047
RTO	:	0466-2247064

POLICE

SP, Palakkad	:	0491- 2534011, 9497996977
Dy.SP,.	:	0466-2222409
CI	:	0466-2244325, 9497987156
Local Police Station	:	0466-2244325
Railway Police	:	0466-2555218 Rly Auto Phone : 62820
RPF	:	0491-2555189 Rly Auto Phone : 62814
FIRE FORCE	:	101, 0466-2555189

HOSPITALS

Railway Hospital, Palakkad	:	0491- 2555333 Auto : 63150
Govt. Hospital, Palakkad	:	0491-253327

Pvt. Hospitals:

PK DAS	:	9544970000
Valluvanad	:	0466-2244423
Aswini	:	0466-2244297

Pvt.Doctors : Dr. Nawas : 9447044893

AMBULANCE :

Railway Hospital	:	0491-2555333	Auto phone : 63150
Govt. Hospital	:	0491-253327	

VOLUNTARY ORGANISATIONS:

Rotary Club	:	0466-2231484, 9898722011
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CRANES:

Road crane earth movers	:	9847678963
Mansoor	:	9895475681
Ashokan	:	9446809655

LPG/POL Depots

BPCL Palakkad	:	0491-2533456
HPCL Kanjikode	:	0491-2566156

PARALI**CIVIL AUTHORITIES**

District collector – PGT	:	0491- 2505266, 8547610100, 9387288266
Dy.Collector	:	0491-2535008
RDO	:	0491-2535585,2522330, 2249999
RTO	:	0491-2506098
Panchayath Office	:	0491-2856231
Municipal Office	:	2533063
District Panchayath	:	2505909

POLICE

SP	:	0491-2534011, Mob : 9497996977
DySP	:	0491- 2536700, 949790090, 9497990089
CI (North)	:	9497987147, 0491-2502375
CI (South)	:	0491-2537368, 9497987146
CI/SI (Local Police Station)	:	0491-2872222, 9497980616
Railway Police	:	0491-2555218 RlyAuto : 62820
RPF	:	0491-2555189 RlyAuto : 62814

FIRE FORCE : 101

KJKD	:	0491-2569702
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Palakkad	:	0491-2505701
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HOSPITALS

Railway Hospital	:	0491-2555333	Rly : 63150
Govt. Hospital, Palakkad	:	0491-2534524	
Co-operative	:	0491-2536955	
PHC Parli	:	0491-2858400	
Pvt. Hospitals			
Thankam	:	0491-2515717	
Lakshmi	:	0491-2529999	
PHC Parali	:	2858400	
Welcare	:	0491-2543166, 2543155	
Palana	:	0491-2520901, 902, 903, 904	
Karuna	:	0491-2543320, 8606054200	
Assisi	:	0491-256379	
SAI	:	0491-2555525	
Menons	:	0491-2556326	
Pvt. Doctors :			
Dr.Navas	:	9447044893	
TRANSPORT			
KSRTC / Palakkad	:	0491-2520098	
AMBULANCE			
	:	108	
Railway Hospital	:	0491-2555333, Rly 63150	
Govt. Hospital	:	0491-2534524	
Taluk Hospital Ottapalam	:	0466-2245139	
BLOOD BANK			
Govt. District Hospital Palakkad	:	0491-2505066	
Soorya	:	2505066, 2528236	
ROAD CRANE & EARTH MOVERS			
Basheer JCB	:	9847357477	
VOLUNTARY ORGANISATION			
Lions club Palakkad	:	0491-5245721, 9526064011, 9447064011	
Red cross society	:	0491-2433527	
POL/LPG Depot			
HPCL Palakkad	:	0491- 2533456	
HPCL Kanjikode	:	0491-2566157, 2566156	

PALAKKAD

CIVIL AUTHORITIES

District collector -PGT	:	0491- 2505266, 9387288266, 2505309
RDO	:	9447735011
Panchayath Office	:	0491-2555171

POLICE

SP	:	0491-2534011, Mob : 9497996977
DySP	:	0491-2538836, Mob : 9497990095
CI (North)	:	9497987147, 0491-2502375
CI (South)	:	0491-2537368, 9497987146
Railway Police	:	0491-2555218
RPF	:	0491-2555189
Fire Force:		
Chittur	:	04923-222499
Palakkad	:	0491-2505701, 2537101
Alathur	:	04922-223150
HPCL Kanjikode	:	0491-2569701
HOSPITALS		
Railway Hospital	:	0491-2555333 Rly : 63150
Govt. Hospital	:	0491-2534524
Pvt. Hospitals		
Palana	:	0491-2520901, 902, 903
SAI Nursing Home	:	0491-2555525, 2558525, 9020618705
Menon's Nursing Home	:	0491-2556326
Co-op Hospital	:	0491-2536955
Pvt. Doctors : Dr. Lijo Isac John	:	9446541315,
Dr.Ramasamy	:	9447625204,
Dr.Mini	:	9446510135,
Dr. Abdul Nazar	:	9605430106
FOREST OFFICES		
Walayar	:	8547602095
DFO/PGT	:	0491-2555156, 9447979067
Range Office Palakkad	:	8547602072
TRANSPORT		
KSRTC / Palakkad	:	0491-2520098
AMBULANCE : 108		
Railway Hospital	:	0491-2555333, Rly 63150
Govt. Hospital	:	0491-2534524
BLOOD BANK		
Govt. District Hospital Palakkad	:	0491-2534524
ROAD CRANE & EARTH MOVERS		
Basheer JCB	:	9847357477
VOLUNTARY ORGANISATION		
Lions club Palakkad	:	0491-2545721, 9526064011, 9447064011
POL/LPG Depot		
HPCL Palakkad	:	0491- 2566156
HPCL Kanjikode	:	0491-2566157

KOTTEKKAD**CIVIL AUTHORITIES**

District collector	:	0491-2505266, 9387288266, 2505309
RDO	:	0491-2535585, 9447735011
Panchayath Office, Malampuzha	:	0491-2815148
RTO	:	8547639009

POLICE

SP	:	0491-2534011, Mob : 9497996977
Dy.SP	:	0491 2536700, 949790090
Local Police /Malampuzha	:	0491-2815284, 9497980614
Railway Police	:	0491-2555218
RPF	:	0491-2555189

Fire Force : 0491-2569702

HPCL Kanjikode : 0491-2569701

HOSPITALS

Railway Hospital	:	0491-2555333 Rly : 63150
Govt. Hospital	:	0491-2533327, 2534524

Pvt. Hospitals

SAI Nursing Home	:	0491-2555525, 9020618705
Menon's Nursing Home	:	0491-2556326

FOREST OFFICES

Walayar	:	8547602095
DFO/PGT	:	9447979067, 0491-2555156
Range Office Palakkad /Olavakode	:	8547602072

TRANSPORT

KSRTC / Palakkad	:	0491-2520098
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AMBULANCE : 108

Railway Hospital	:	0491-2555333, Rly 63150
Govt. Hospital	:	0491-2534524

BLOOD BANK

Govt. District Hospital Palakkad	:	0491-2534524
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VOLUNTARY ORGANISATION

Lions club Palakkad	:	0491-2545721, 9526064011, 94477064011
Red Cross Society	:	0491-2324220

POL/LPG Depot

HPCL Palakkad	:	0491- 2566156
HPCL Kanjikode	:	0491-2566157

KANJIKODE**CIVIL AUTHORITIES**

District collector - PGT	:	0491-2539100, 2505266, 9387288266
Dy. Collector	:	0491-2505008, 8547610093
RDO	:	0491-2535585, 9447735011
Panchayath Office	:	0491-2566339,
Taluk Office	:	0491-2500466
RTO	:	0491-2505741, 8547639009

POLICE

SP	:	0491-2534011, Mob : 9497996977
DySP	:	0491 2538836, Mob : 9497990095
CI	:	0491-2555446, Kasaba : 0491-2569146,
Local Police Station	:	100, Kasaba : 0491-2566148
Walayar Police Station	:	0491-2862264, 9497962869
Railway Police	:	0491-2555218
RPF	:	0491-2555189
FIRE FORCE :	:	101
HPCL Kanjikode	:	0491-2569701, 702

HOSPITALS

Railway Hospital	:	0491-2555333 Rly : 63150
Govt. Hospital	:	0491-2534524

Pvt. Hospitals

Assissi	:	0491-2566379,
Palana	:	0491-2520901, 902, 903
SAI Nursing Home	:	0491-2555525, 2558525, 9020618705
Menon's Nursing Home	:	0491-2556326
Co-op Hospital	:	0491-2536293, 2520391, 2536955
Malabar	:	0491-2528200, 01, 02

FOREST OFFICES

Forest Ranger	:	9605003403, 8547602095
DFO	:	9847021532, 9447979067
Forest range Olavakode	:	8547602072

TRANSPORT

KSRTC / Palakkad	:	0491-2520098
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AMBULANCE

	:	108
Railway Hospital	:	0491-2555333, Rly. 63150
Govt. Hospital	:	0491-2534524
Co-Operative Hospital	:	0491-2536955, 2520391
Poly clinic	:	0491-2524153, 9633411888

BLOOD BANK

Govt. District Hospital Palakkad	:	0491-2533327
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Blood Bank	:	0491-2505066
ROAD CRANE & EARTH MOVERS		
Basheer JCB	:	9847357477
VOLUNTARY ORGANISATION		
Lions club Palakkad	:	0491-2545721, 9526064011, 9447064011
POL/LPG Depot		
HPCL Palakkad	:	0491- 2566156
HPCL Kanjikode	:	0491-2566157

CHULLIMADA

CIVIL AUTHORITIES

District collector - PGT	:	0491-2505309, 9387288266, 8547610100
Dy. Collector	:	9447735016
RDO	:	0491-2535585, 2249999, 2244323
Panchayath Office	:	0491-2566339,
RTO	:	0491-2506098, 8547639009

POLICE

SP	:	0491-2534011, Mob: 9447015609,
9497996977		
DySP	:	0491- 2538536, 9497990095
Walayar Police Station	:	0491-2862264, 2002100, 9497996977
Railway Police	:	0491-2555218
RPF	:	0491-2555189, 9746763705

FIRE FORCE

HPCL Kanjikode	:	0491-2569701, 702
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HOSPITALS & AMBULANCE

Railway Hospital	:	0491-2555333 Rly: 63150
Govt. Hospital	:	0491-2534524
Medical College CBE	:	0422-2301393

Pvt. Hospitals

Assissi	:	0491-2566379,
Ahalya	:	0492- 3235100, 102
KG, CBE	:	0422-2212121, 32

FOREST OFFICES

Walayar	:	0491-2803532, 8547602095
Chullimada	:	9747454880
DFO	:	9847021532, 9447979067

BLOOD BANK

Govt. District Hospital Palakkad	:	0491-2533327
Blood Bank	:	0491-2505066

ROAD CRANE & EARTH MOVERS

Basheer JCB : 9847357477

VOLUNTARY ORGANISATION

Lions club Palakkad : 0491-2545721, 9526064011, 9447064011

POL/LPG Depot

HPCL Palakkad : 0491- 2566156

HPCL Kanjikode : 0491-2566157

WALAYAR (0491)**CIVIL AUTHORITIES**

District collector - PGT : 0491- 2505266, 9387288266

RDO/PKD : 0491-2535585, 9447735011

Panchayath Office : 0491-2505638

RTO : 0491-2536341,2505747,2505741, 8547639009

POLICE

SP : 0491-2534011, 2533503 Mob: 9497996977

DySP : 0491 2536700, 2533276,949790090

Walayar Police Station : 0491-2862264, 2002100,9497962869

Railway Police : 0491-2555218

RPF : 0491-2555189

FIRE FORCE : 101

HPCL Kanjikode : 0491-2569701, 702

Palakkad : 0491-2505701

HOSPITALS

Railway Hospital : 0491-2555333 Rly : 63150

Govt. Hospital : 0491-2534524

Pvt. Hospitals

Assissi : 0491-2566379,

Palana : 0491-2520901, 902,903,904

SAI Nursing Home : 0491-2555525, 2558525, 9020618705

Menon's Nursing Home : 0491-2556326

Thankam : 0491-2515717

Malabar : 0491-2528200, 01, 02

MCL Dispensary : 2862231

FOREST OFFICES : 8547602095, 96, 97, 102

AMBULANCE : 108

Railway Hospital : 0491-2555333, Rly 63150

Govt. Hospital : 0491-2534524

BLOOD BANK

Govt. District Hospital Palakkad : 0491-2533327

Blood Bank	:	0491-2505066
ROAD CRANE & EARTH MOVERS		
Basheer	:	9847357477
VOLUNTARY ORGANISATION		
Lions club Palakkad	:	0491-2545721, 9526064011, 9447064011
POL/LPG Depot		
HPCL Palakkad	:	0491- 2566156
HPCL Kanjikode	:	0491-2566157

ETTIMADAI

CIVIL AUTHORITIES

District Collector, Coimbatore	:	0422- 2301114,15,16,17,18, 9444168000
RDO	:	0422- 2300035, 2300424 9445000914
Thaluk Office	:	0422 -2214225, 9445000570
RTO	:	0422-2609999

POLICE

SP, Coimbatore	:	0422- 2222277, 2300600, 9443331440, 94598101165
Dy.SP (Commissioner)	:	0422 - 2300818
CI (Railway Police)	:	9003956725 Rly : 67565
Local Police Station: Chavadi	:	9498101180, 9498190669, Madukkarai – 0422 2622222
FIRE FORCE	:	108, 0422- 2300101, 2511001, 2656349

HOSPITALS

Railway Hospital, PTJ	:	0422 2413536 Auto : 67175
Govt. Hospital	:	0422 2301393, 95
Pvt. Hospitals: Ganga	:	0422-2485000
KG/CBE	:	0422-2212121
GEM/CBE	:	0422-2325100
Pvt.Doctors : Dr.Nisha	:	0422-2652422,
Dr. Natarajan	:	0422-2622264

AMBULANCE :

KMCH	:	0422-2301394,
Ganga	:	0422-2236060,
KG	:	0422-2212121, 2212129

VOLUNTARY ORGANISATIONS:

ROAD CRANES AND EARTH MOVERS

Ayyappa	:	09842262844
PRS	:	098422781
KS	:	09443430408

LPG/POL Depots

HPCL Palakkad : 0491-2566156
 HPCL Kanjikode : 0491-2566157

MADUKKARAI**CIVIL AUTHORITIES**

District Collector, Coimbatore : 0422- 23013230, 2301114, 15,16,17,18, - 9444168000
 Municipal/Panchayat Office : 0422- 2622238
 RTO : 0422 -2646677
 RDO : 0422-2300250

POLICE

SP, Coimbatore : 0422-2300600, 9498101165, 944331440
 Dy.SP (Commissioner) : 0422 - 2300818
 City Police : 0422-2300250, 9443207100
 Local Police Station : 0422-2622222, 9498101184
 CI (Railway Police) : 0422 2410747, 90203956725, Rly : 67565
 RPF : 0422-2413534
 Help Line : 1098
 Highway Patrol : 9498101180 (Chavadi), 9498101184
 (Madukkarai)

FIRE FORCE

: 0422-2300101
 RCC : 0422-2265250

HOSPITALS

Railway Hospital, PTJ : 0422 2413536 Auto : 67175
 Govt. Hospital : 0422-2301393, 95

Pvt. Hospitals :

RCC : 0422-2265245
 Ganga : 0422-2485000
 KG : 0422-2212121, 2212129

Pvt.Doctors : Dr.Nagarajan : 0422-2622264,
 Dr. Rugmani : 0422-2622322

AMBULANCE

: 108
 Govt. Hospital : 0422-2301394
 KMCH : 0422-2301394
 Ganga : 0422-2236060
 KG : 155

ROAD CRANES AND EARTH MOVERS

Sathya Sai : 9443063360, 9842258680

LPG/POL Depots

PLMD : 0422-2534336

VOLUNTARY ORGANISATIONS:

Red Cross : 0422-2218469,

Lions Club : 0422-2545555

PALAKKAD TOWN

CIVIL AUTHORITIES

District collector PGT : 0491- 2533026, 2505266, 9387288266

CA to collector : 0491-2505266

General Phone : 0491-2505309

ADM : 0491-2505008, 8547610093

RDO : 0491-2535585, 9447735011, Resi: 2522330

Municipal Office : 0491-2533063, 2534636

RTO : 0491-2505741, 8547639009

POLICE

SP : 0491-2534011(O), 2532766(R)

Mob : 9497996977

Dy.SP : 0491 2538836, 2533503 Mob: 9497990095

CI : 0491-2502375, 2537368 Mob: 9497987147

Railway Police : 0491-2555218, Rly : 62820

RPF : 0491-2555189, Rly : 62814

FIRE FORCE : 101

Palakkad : 0491-2505701

HPCL Kanjikode : 0491-2569701

HOSPITALS

Railway Hospital : 0491-2555333 Rly : 63150

Govt. Hospital : 0491-2534524

Pvt. Hospitals

Palana : 0491-2520901, 902, 903,904

Lakshmi Nursing Home : 0491-2539999

Co-op Hospital : 0491-2536955, 2020391, 25369555

Welcare : 0491-2543155, 2543166

Ahalya : 04923-225555

Palakkad Polyclinic : 0491-2524153,9633411888

Pvt. Doctors:

Dr.Ramasamy : 0491-2555525,

Dr.George Ninan : 9447736572

Dr. Sarojini Ninan : 0491-2547670

TRANSPORT

KSRTC / Palakkad : 0491-2520098

AMBULANCE : 108

Railway Hospital	:	0491-2555333, Rly 63150
Govt. Hospital	:	0491-2534524
BLOOD BANK		
Govt. District Hospital Palakkad	:	0491-2534524, 0491-2529236
ROAD CRANE & EARTH MOVERS		
Basheer JCB	:	9847357477
VOLUNTARY ORGANISATION		
Lions club Palakkad	:	0491-2545721, 9526064011, 9447064011
POL/LPG Depot		
HPCL Palakkad	:	0491- 2566156
HPCL Kanjikode	:	0491-2566157

PUDUNAGARAM

CIVIL AUTHORITIES

District collector- PGT	:	0491-2505266, 9387288266, 8547610100
ADM	:	0491-2505008, 8547610093
Thahsildar – Chittur	:	04923-224740, 8547610099
RTO	:	0491-2505741, 8547639070

POLICE

SP	:	0491-2534011, 2532766(R), 9497996977
Dy.SP	:	2538836, 2533503, 9497990095
CI, Chittur	:	9497987141, 9497980635
Local Police Station Pudunagaram	:	04923-252255, 9497980628
SI	:	9497980628
RPF	:	0491-2555189
IPF	:	9746763705

HOSPITAL

Railway Hospital	:	0491-2555333 Rly : 63150
Govt. Hospital	:	0491-2534524
Primary Health Centre Pudunagaram	:	04923-252930
Taluk Hospital Chittur	:	04923-222385

Pvt. Hospitals

Thankam	:	0491-2515717
Palana	:	0491-2520901, 902, 903, 904
Lakshmi Nursing Home	:	0491-2539999
Co-op Hospital	:	0491-2536955, 2020391
Welcare	:	0491-2543155, 2543166
Ahalya	:	04923-235100, 102
Karuna Medical College	:	9497996977
Pvt. Doctors : Dr. Mehdy Koduvayur	:	9946252000

BLOOD BANK

Govt. District Hospital Palakkad : 0491-2534524

FIRE STATION

Chittur : 04923-222499

Alathur : 04922-223151, 223150

ROAD CRANE & EARTH MOVERS

Basheer JCB : 9847357477

VOLUNTARY ORGANISATION

Lions : 0491-2545721, 9526064011, 9447064011

PG/POL Depot : 0491-2566156, 157

KOLLENGODE**CIVIL AUTHORITIES**

District collector –PGT : 0491-2533026(O), 2505266(R), 9387288266

Thahsildar - Chittur : 04923 – 224740/9447674976, 8547610099

Thaluk Office – Chittur : 04923 224740

Panchayat Office/Kollengode : 04923-262324

POLICE

Local Police Station Kollengode : 04923-262329, 9497987154, 9497980614

Fire Station- Chittur : 04923-224191, 222331

AMBULANCE : 108

HOSPITALS

Govt. Hospital Kollengode : 04923 - 264352

Taluk Hospital Chittur : 04923 - 222385

Pvt. Hospitals :

ABIND Hospital Kollengode : 04923 -262662, 9633370456

SAI Medical centre : 04923-263025, 7356994122

Karuna Medical College : 04923- 221000, 221791

Prasanth clinic/kollengode : 04923 -262318

BLOOD BANK

Govt. District Hospital Palakkad : 0491-2534524

ROAD CRANE & EARTH MOVERS

Giresh : 9544222279 / 9447622279 / 9847920867

VOLUNTARY ORGANISATION

Lions club Palakkad : 0491-2545721, 9526064011, 9447064011

LPG

Kanjikode ; : 0491-2566157

MUTHALAMADA**CIVIL AUTHORITIES**

District collector - PGT : 0491-2533026(O), 2505266(R),
9387288266,8547610100
Thahsildar - Chittur : 04923 – 224740/9447674976, 8547610099

POLICE

SP Palakkad : 0491- 2534011, 9497996977
Dy.SP Alathur : 04922 -222399, 9497990096
Local Police Station Kollengode : 04923-262329, 9497987154

Fire Station – Chittur : 101, 04923-224191,2 22499

AMBULANCE : 108

HOSPITALS

Govt. Hospital Palakkad : 0491 2534524
Govt. Hospital Nanniode : 04923 232252
Govt. Hospital Muthalamada : 04923 -264352
Perumatti Health Centre : 04923 234033
Pvt. Hospitals : Karuna Medical College : 04923 -221000, 221791

BLOOD BANK

Govt. District Hospital Palakkad : 0491-2534524
Pollachi Dist. Hospital : 04259 229322

TRANSPORT

KSRTC Chittur : 04923 227488
RTO Thattamangalam : 04923 227677

ROAD CRANE & EARTH MOVERS : 9544222279 / 9447622279 / 9847920867

VOLUNTARY ORGANISATION : Lions club Pollachi: 9842289996

LPG

Kanjikode : 0491-2566157

MINATCHIPURAM**CIVIL AUTHORITIES**

District collector - CBE : 0422-2301114 (O), 2222630(R), 9444168000
Sub-Collector - Pollachi : 04259-224855, 9445000445
Thahasildar : 04259 -226625, 9445000576

POLICE

SP-CBE : 04259- 2300600, 9498107333
Dy.SP -Pollachi : 04259 224233
Local Police Station Anamalai : 04259 282230

FIRE STATION : 04259-223333

AMBULANCE : 108

HOSPITALS

Govt. Hospital	:	04259-229322
Pvt. Hospitals :Allwa Hospital	:	04259-253303
BLOOD BANK		
Govt. District Hospital Palakkad	:	0491-2534524
TRANSPORT		
TNSTC	:	04259-224580 / 224480
RTO/Palakkad	:	0491-2505741
Meenachipuram Check post	:	0492-3234416
ROAD CRANE & EARTH MOVERS		
JCB	:	9942378843
Sri.Kumaran Crane service	:	9842010690
Kalimuthu Crane	:	04259-226766
VOLUNTARY ORGANISATION		
Lions club Pollachi	:	04259 – 223311, 9842289996
LPG	:	04259-283441

POLLACHI STD CODE: 04259 (POY)

CIVIL AUTHORITIES

District collector – CBE	:	0422-2301114 (O), 2222630(R), 9444168000
Sub-Collector - Pollachi	:	04259 -224855, 9445000445
Tahsildar	:	04259 226625, 9445000576, 9443665339

POLICE

SP-CBE	:	0422- 2300600
Dy.SP - Pollachi	:	04259 224233, 8300037777
Inspector of Police (Town)	:	04259-224433, 9498101192
Inspector of Police (Bazar)	:	04259-224633, 9498101194
Inspector of Police (Taluk)	:	04259-226733, 9498101193
Inspector of Police (M L Puram)	:	04259-227833

FIRE STATION	:	04259-223333, 9498101204
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AMBULANCE	:	108
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HOSPITALS STD code	:	04259
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Govt. Hospital	:	04259 - 229322
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PVT. HOSPITALS

Syndhya Hospital	:	04259-229163
Aradhana Hospital	:	04259-226040
Pollachi BLOOD BANK	:	04259-223414

TRANSPORT

RTO	:	04259 –225159, 9384808316
Bus Stand Pollachi	:	8300545504
TNSTC BR.I	:	8300545446

TNSTC BR.II	:	8300545447
TNSTC BR.III	:	8300545448
ROAD CRANE & EARTH MOVERS		
Thiru S Parthivan Raja	:	9443420365
Sri.Kumaran Crane service	:	9842010690
Rashimiya Crane Service	:	9865828186
Nattu Durai	:	9842832715
VOLUNTARY ORGANISATION		
Lions club Pollachi	:	04259 – 223311, 9842289996
LPG	:	04259-283441
FOREST OFFICE	:	04259- 235385, 225356

KINATHUKKADAVU

Civil Authorities

District collector - CBE	:	0422-2301114, 2301320 (O), 2222630(R), 9444168000
DRO, CBE	:	0422-2300035, 9445000914
Sub-Collector - Pollachi	:	04259-224865, 9445000445
Municipal Commissioner, POY	:	04259 -220999, 9443345680
Tahsildar, Kinathukadavu	:	9445461893, 737341406
Tahsildar POY	:	04259 226625, 9445000576
VAO , Kinathukadavu	:	9597345705
POLICE	:	100
Police Station, Kinathukadavu	:	04259-242040, 9498101181
SP-CBE	:	0422- 2300600, 2220077
Dy.SP-Pollachi	:	04259 -224233, 8300037777
Inspector Railway CBE /RPF	:	0422-2300070
RPF/CBE	:	Rly: 67565
GRP, PTJ	:	0422-2410747
GRP, POY	:	04259-229033

HOSPITALS STD code 04259

Govt. Hospital, Kinathukadavu	:	04259 - 242933
Pollachi	:	04259-229322
CBE	:	0422-2301393, 2301395
Railway Hospital Podanur	:	0422-2413536, Rly : 67175
Pollachi	:	Rly Auto : 63762, 74317

Pvt. Hospitals :

Primary Health Centre, Nallatipalayam	:	9487164574
Sri Sakthi Hospital, Kinathukkadavu	:	Dr.N.Chitra : 9842982093

AMBULANCE :

Govt. Hospital : 108
 Ganga Hospital, CBE : 0422-2485000
 PSG Hospital, CBE : 9842357017

BLOOD BANK

Govt.Hospital Pollachi : 04259-229322
 Kovai Medical Centre Hospital : 0422-4343800, 2627784, 2300871
 PSG Hospital, CBE : 0422-2572121, 2570170
 KG Hospital, CBE : 0422-2213501-09

FIRE STATION

: 101
 Kinathukkadavu : 04259-296101
 Pollachi : 04259-223333
 CBE-South : 0422-2300101
 CBE-Ganapathy-South : 0422-2511001

TRANSPORT

RTO , Pollachi : 04259 – 225159
 TNSTC BR.I : 8300545446
 TNSTC BR.II : 8300545447
 TNSTC BR.III : 8300545448
 Ukkadam –I CBE : 0422-2391835
 Ukkadam – II CBE : 0422-2391634

VOLUNTARY ORGANISATION

Lions club Pollachi : 04259 – 223311
 Lions Club CBE : 0422-2545555
 Red Cross CBE : 0422-2218469, 221129

ROAD CRANE & EARTH MOVERS

Sri.Crane Service Pollachi : 9842010690
 Kalimuthu Crane Service Pollachi : 9788327666,7947123696
 CBE-Earth Movers, CBE : 9842236936
 Mayavathi Earth Movers - CBE : 09942448722
 Sivasamy Eath Movers - CBE : 0422-2312929

Chapter -41

BRIEF PARTICULARS OF PALAKKAD DIVISION JURISDICTION OF ENGINEERING DEPARTMENT

DEN	ADEN	SE/PW	Jurisdiction	SE/W	SE/BR
Sr.DEN/E	PGT	PTJ/W	PTJ (excl), WRA (incl)-KM 487/200 to 510/07	PGT	PGT
		P G T / E	WRA (excl), PGT (incl)-KM 510/07 to 535/00		
			PGT-PGTN (incl) - 53/070 to 58/130		
		K L G D	PGTN (excl), POY (incl) - KM 0.00 to 53/070		
			POY-CNV (incl) - KM 120/070 to 143/500		
	PGT/W	PGT (excl), OTP (incl) - KM 535 / 00 to 566/540	SRR		
	SRR	S R R		OTP(excl)- KTU(Incl) Km.566/540-609/210 SRR Link 0-1.940 SRR- NIL 0-0.800	
		AAM		SRR (excl), NIL (incl) - KM 0/800 to 66/0	
TIR		KTU (excl), FK (excl) - KM 609/210 to 653/900			
DEN/W	CAN	CLT	FK (incl), QLD (excl) - KM 653/900 to 688/300	CLT	CAN
		QLD	QLD (incl), TLY(incl) - KM 688/300 to 735/100	CAN	
		CAN	TLY (excl), PAZ (incl) - KM 735/100 to 776/500		
	MAQ	PAY	PAZ (exl.)- BFR(exl)- Km.776.500 to 821.600	MAQ	
		KGQ	BFR(incl.)- MJS(incl.)- Km.821.600 to 871.300		
		MAQ	MJS(excl.)- MAQ(incl.)- Km.871.300 to 887.500 MAQ-PNMB Km.0/0-24/500		

Traffic Inspectors Jurisdiction

TI/PGT	MDKI, ETMD, WRA, CLMD, KJKD, KTKU, PGT, PGTN, PDGM, KLGD, MMDA, MXM, POY, CNV.
TI/SRR	PLL, LDY, OTP, MNUR, SRR, AAM, VNB, NIL, KRKD,.
TI/TIR	PTB,PUM, KTU, TUA, TIR , TA, PGI,KN.
TI/CLT	FK, KUL, CLT, WH, ETR, QLD, TKT.
TI/CAN	BDJ, MHE, TLY, ETK, CS, CAN, VAPM, KPQ, PAZ, PAY.
TI/KGQ	CHV, NLE, KZE, KQK, KGQ, KMQ, MJS, ULL.
TI/MAJN	NTVT, MAQ, MAJN, PADIL, JOKKATTE, PNMB.

41.0 PARTICULARS OF LEVEL CROSSINGS

Sl. No.	LC. No.	Section	Km	Engg / Tfc	Class	Manned / Unmanned	Interlocked / Non - interlocked	TVU
PTJ-PGT Section								
1	152	MDKI-ETMD	500/300-400	T	C	M	Y	107778
2	153	WRA Yd	509/200-300	T	C	M	Y	21825
3	155	KJKD-KTKU	521/200-300	T	C	M	Y	29051
4	156	KJKD-KTKU	523/600-700	E	SPL	M	Y	309976
5	160	KTKU-PGT	533/200-300	T	SPL	M	Y	760109
PGTN-POY Section								
6	52	PGT-PGTN	56/200-300	E	SPL	M	Y	222284
7	48	PGTN YARD	53/100-000	T	SPL	M	Y	53084
8	46	PGTN- PDGM	52/000-51/900	E	SPL	M	I	184297
9	37	PDGM-KLGD	39/800-700	E	A	M	I	36730
10	35	PDGM-KLGD	37/900-800	E	C	M	Y	11800
11	34	PDGM-KLGD	37/000-36/900	E	C	M	Y	4372
12	33	KLGD YARD	35/600-500	T	SPL	M	Y	96148
13	31	KLGD-MMDA	33/300-200	E	C	M	Y	21510

14	29	KLGD-MMDA	32/000-31/900	E	C	M	I	4024
15	27	KLGD-MMDA	30/700-600	E	C	M	Y	25161
16	23	MMDA-MXM	23/900-800	E	C	M	Y	8641
17	20	MMDA-MXM	19/500-400	E	C	M	Y	6702
18	18	MMDA-MXM	17/600-500	E	C	M	Y	6882
19	14	MXM YARD	15/300-200	T	B1	M	Y	25838
20	13	MXM-POY	14/600-500	E	B2	M	Y	28564
21	9	MXM-POY	11/100-000	E	C	M	Y	9080
22	7	MXM-POY	8/000-7/900	E	SPL	M	Y	67406
23	5	MXM-POY	3/600-500	E	A	M	Y	38931
24	4	MXM-POY	3/100-000	E	C	M	Y	455
25	117	POY -YARD	120/0-100	T	B1	M	Y	40292
POY-CNV								
26	121	POY-CNV	122/200-300	T	C	M	Y	27855
27	123	POY-CNV	124/0-100	E	C	M	Y	26717
28	129	POY-CNV	129/900-130/0	E	C	M	Y	3931
29	130	POY-CNV	131/400-500	E	C	M	Y	2149
30	133	POY-CNV	133/400-500	E	C	M	Y	12282
31	136	POY-CNV	137/0-100	E	C	M	Y	12911
PGT - SRR Section								
32	164	PLI-MNY	549-100-200	E	SPL	M	Y	310180
33	164A	MNY-LDY	558/0-100	T	SPL	M	Y	581152
SRR-ERS SECTION								
34	1	SRR-VTK	1/800-900	T	SPL	M	Y	195637
SRR-NIL Section								
35	2	SRR- AAM	4/100-200	E	SPL	M	Y	99001
36	3	SRR-AAM	8/500-600	E	C	M	Y	19292
37	4	SRR-AAM	10/300-400	E	SPL	M	Y	98535
38	4A	SRR-AAM	13/400-500	E	A	M	Y	35702
39	5	SRR-AAM	18/400-500	E	B1	M	Y	41427
40	6	SRR-AAM	21/100-200	E	SPL	M	Y	104299
41	8	SRR-AAM	32/900-33/0	E	SPL	M	Y	138244

42	9	SRR-AAM	39/800-900	E	SPL	M	Y	235790
43	10	VNB-NIL	55/600-700	T	SPL	M	Y	92215
44	12	VNB-NIL	65/600-700	T	SPL	M	Y	69234
SRR-CLT Section								
45	166A	PTB-PUB	591/600-700	E	SPL	M	Y	140694
46	167	PTB-PUB	593/800-900	E	SPL	M	Y	165834
47	167A	PTB-PUB	597/200-300	E	SPL	M	Y	266628
48	169	KTKU-TUA	611/500-600	E	SPL	M	Y	202244
49	170A	TUA-TIR	618/100-200	E	SPL	M	Y	192242
50	172A	TA YARD	632/0-100	T	SPL	M	Y	484833
51	172B	TA-PGI	635/600-700	E	SPL	M	Y	135157
52	173	TA-PGI	637/600-700	E	SPL	M	Y	318590
53	174B	PGI-KN	642/500-600	E	SPL	M	Y	584548
54	174C	PGI-KN	647/500-600	E	SPL	M	Y	43215
55	174D	KN-FK	650/500-600	T	SPL	M	Y	245395
56	174E	KN-FK	651/900-652/0	E	SPL	M	Y	185283
57	180	KUL-CLT	663/600-700	T	SPL	M	Y	84352
CLT - CAN Section								
58	183	CLT-WH	665/200-300	T	SPL	M	Y	264795
59	185	CLT-WH	666/100-200	E	SPL	M	Y	202104
60	187	CLT-WH	667/100-200	E	SPL	M	Y	190950
61	189	WH-ETR	669/700-800	T	SPL	M	Y	100101
62	190	WH-ETR	670/0-100	T	SPL	M	Y	318711
63	191	WH-ETR	671/0-100	E	SPL	M	Y	183035
64	194	WH-ETR	676/300-400	T	C	M	Y	27240
65	195	ETR-QLD	678/300-400	E	SPL	M	Y	40083
66	196A	ETR-QLD	681/0-100	E	SPL	M	Y	169756
67	197	ETR-QLD	682/300-400	E	SPL	M	Y	104580
68	198	ETR-QLD	684/200-300	E	A	M	Y	198759
69	204	QLD-TKT	690/600-700	E	SPL	M	Y	430464
70	205	QLD-TKT	691/400-500	E	SPL	M	Y	234240
71	205A	QLD-TKT	694/0-100	E	SPL	M	Y	133815
72	209	TKT Yard	698/100-200	T	SPL	M	Y	141648
73	210	TKT Yard	698/900-699/0	T	SPL	M	Y	172964

74	210A	TKT-BDJ	701/200-300	E	SPL	M	Y	167018
75	211	TKT-BDJ	701/600-700	E	SPL	M	Y	232875
76	211A	TKT-BDJ	706/200-300	E	SPL	M	Y	258016
77	211B	TKT-BDJ	709/200-300	E	SPL	M	Y	237440
78	212	BDJ-MHE	711/200-300	T	A	M	Y	102928
79	214	BDJ-MHE	712/500-600	E	C	M	Y	44588
80	216A	BDJ-MHE	718/600-700	E	SPL	M	Y	122544
81	216B	BDJ-MHE	720/100-200	E	SPL	M	Y	155715
82	218	BDJ-MHE	722/400-500	E	A	M	Y	88125
83	219	BDJ-MHE	723/000-100	T	SPL	M	Y	159750
84	223	MHE-TLY	725/100-200	E	SPL	M	Y	262860
85	224	MHE-TLY	728/300-400	E	A	M	Y	137709
86	225	MHE-TLY	729/600-700	E	SPL	M	Y	112128
87	226	MHE-TLY	730/700-800	E	SPL	M	Y	319200
88	228	MHE-TLY	731/700-800	E	SPL	M	Y	254661
89	229A	TKT Yard	733/800-900	T	SPL	M	Y	440592
90	230	TLY-ETK	735/200-300	E	SPL	M	Y	606730
91	231	TLY-ETK	736/900-737/000	E	C	M	Y	41426
92	233	TLY-ETK	739/400-500	E	B	M	Y	125194
93	234	TLY-ETK	740/400-500	T	A	M	Y	120891
94	237	ETK-CS	741/900-742/000	T	A	M	Y	164414
95	238	ETK-CS	743/100-200	E	SPL	M	Y	479481
96	239	ETK-CS	749/100-200	T	SPL	M	Y	450334
97	240	ETK-CS	749/700-800	T	SPL	M	Y	257782
98	241	CS-CAN	752/100-200	E	SPL	M	Y	149572
CAN-MAQ Section								
99	244	CAN-VAPM	755/800-900	E	SPL	M	Y	345824
100	246	CAN-VAPM	757/700-800	E	SPL	M	Y	205670
101	251A	VAPM-KPQ	765/100-200	E	C	M	Y	223326
102	252	VAPM-KPQ	767/400-500	T	SPL	M	Y	121304
103	253	KPQ-PAZ	769/000-100	T	SPL	M	Y	382227
104	254	KPQ-PAZ	770/000-100	E	C	M	Y	66231
105	255	KPQ-PAZ	770/600-700	E	A	M	Y	79466
106	256	KPQ-PAZ	773/800-900	E	C	M	Y	47986

107	258A	PAZ-PAY	777/500-600	E	SPL	M	Y	311430
108	259	PAZ-PAY	782/200-300	E	SPL	M	Y	267048
109	259A	PAZ-PAY	785/500-600	E	SPL	M	Y	220115
110	262	PAY-CHV	789/500-600	E	SPL	M	Y	205668
111	264	PAY-CHV	791/500-600	E	SPL	M	Y	238725
112	265	PAY-CHV	792/600-700	E	SPL	M	Y	274176
113	266	PAY-CHV	793/300-400	E	SPL	M	Y	404628
114	267	PAY-CHV	795/500-600	E	SPL	M	Y	334260
115	269	CHV-NLE	805/200-300	E	SPL	M	Y	911185
116	270	CHV-NLE	806/000-100	T	SPL	M	Y	123419
117	273	NLE-KZE	815/200-300	E	SPL	M	Y	251843
118	274A	KEZ-KQK	817/500-600	T	SPL	M	Y	233730
119	274B	KEZ-KQK	822/700-800	E	A	M	Y	92040
120	277	KEZ-KQK	826/400-500	E	SPL	M	Y	176670
121	280	KQK-KGQ	830/100-200	T	SPL	M	Y	261960
122	281	KQK-KGQ	831/700-800	E	SPL	M	Y	74101
123	287	KMQ-UAA	857/100-200	E	SPL	M	Y	91238
124	288	UAA-MJS	863/100-200	E	SPL	M	Y	96648
125	289	UAA-MJS	865/500-600	E	SPL	M	Y	262653
126	291	MJS-ULL	868/800-900	T	SPL	M	Y	249144
127	292	MJS-ULL	870/900-871/0	E	SPL	M	Y	64515
128	292A	MJS-ULL	875/200-300	E	B1	M	Y	49946
129	293	ULL YARD	877/200-300	T	SPL	M	Y	85390
130	293A	ULL-MAQ	882/900-883/0	T	SPL	M	Y	246951
131	294	MAQ-BUNDER	0/600-700	T	A	M	Y	5041
132	295	MAQ-BUNDER	1/000-100	T	C	M	NI	16717
MAQ-PNMB Section								
133	92	JOKATTE-TOK	20/300-400	T	SPL	M	Y	331632

Chapter-42

TELEPHONE DIRECTORY

42.0 DISTANCE AND TELEPHONE NUMBERS OF STATIONS

STATION	STATION CODE	KMFRO M MAS	INTER DISTAN CE	STD CODE	BSNL No.	RLYNo.
PODANUR	PTJ	485.92	0	0422	2410784	67187
MADUKARAI	MDKI	495.58	9.66	0422	2622223	62656
ETTIMADAI	ETMD	500.52	4.94	0422	2652465	62655
WALAYAR	WRA	509.59	9.07	0491	2862202	62674
CHULLIMADAI	CLMD	514. 97	5.38	9188520172		62657
KANJIKODE	KJKD	520.83	5.85	0491	2566353	62675
KOTTEKAD	KTKU	528.0	7.10	9188520171		62653
PALAKKAD	PGT	534.18	13.6	0491	2555245	62636
PALAKKAD RRI				0491	2553392	62694
PARLI	PLL	543.04	9.31	0491	2856224	62676
LAKKITI	LDY	558.28	7.75	0466	2230266	62678
PALAPURAM-H	PLPM	562.28	4.00			
OTTAPALAM	OTP	565.75	3.47	0466	2246553	62645
MANNANUR	MNUR	572.87	7.12	0466	2227522	62679
SHORANUR	SRR	578.67	1.77	0466	2224716	69182
SHORANUR RRI				0466	2225520	69193
SHORANUR 'A' CABIN				-	9188520 173	69190
SHORANUR 'B' CABIN				-	9188520 174	69191
KARAKAD	KRKD	584.12	5.45	0466	2233501	69194
PATTAMBI	PTB	590.05	5.93	0466	2212227	69262
KODUMUNDA-H	KODM	594.83	4.78			
PALLIPURAM	PUM	599.22	4.39	0466	2238280	69263
PERASHSHANNUR-H	PEU	604.17	4.95			
KUTTIPURAM	KTU	608.67	4.50	0494	2608324	69264
TIRUNAVAYA	TUA	615.04	6.37	0494	2602030	69265
TIRUR	TIR	623.66	8.62	0494	2420020	64220
TANUR	TA	631.62	7.96	0494	2440252	64221
PARAPANANGADI	PGI	639.65	8.03	0494	2410235	64222
VALLIKUNNU-H	VLI	644.81	5.16	0494	2472080	

KADALUNDI	KN	649.95	5.14	0495	2470244	64219
FEROKE	FK	654.85	4.90	0495	2482280	64224
KALLAI	KUL	662.83	7.98	0495	2320544	64156
KOZHICODE/RRI	CLT	664.60	1.77	0495	2302029	64151
KOZHICODE Dy.SMR				0495	2701499	64154
VELLAYIL-H	VLL	666.73	2.13			
WEST HILL	WH	669.40	2.67	0495	2384108	64225
ELATTUR	ETR	676.50	7.10	0495	2462041	64226
CHEMANCHERI-H	CMC	683.73	7.23			
QUILANDI	QLD	689.05	5.32	0496	2620255	64227
VELLARIKKAD-H	VEK	694.50	5.45			
TIKKOTI	TKT	698.29	3.79	0496	2600497	64228
PAYYOLI- H	PYOL	701.47	3.18			
IRINGAL-H	IGL	705.09	3.62			
BADAGARA	BDJ	710.90	5.81	0496	2524254	64229
NADAPURAM ROAD	NAU	716.39	5.49			
MUKKALI-H	MUKE	720.08	3.69			
MAHE	MHE	723.77	3.69	0496	2500123	64230
JAGANNATH TEMPLE	JGE					
GATE - H		730.64	6.87	0490	2320124	
TELLICHERRY	TLY	732.90	2.26	0490	2343890	64721
DHARMADAM-H	DMD	737.44	4.54			
ETTAKOT	ETK	741.20	3.76	0497	2833838	64722
KANNUR SOUTH	CS	749.99	8.79	0497	2734379	64723
KANNUR	CAN	753.84	3.85	0497	2705130	64654
CHIRAKKAL-H	CQL	758.37	4.53			
VALAPATTANAM	VAPM	760.59	2.22	0497	2778001	64724
PAPPINISSERI - H	PPNS	762.17	1.58			
KANNAPURAM	KPQ	768.04	5.87	0497	2860227	64725
PAYANGADI	PAZ	775.65	7.61	0497	2870245	64726
EZHIMALA - H	ELM	782.42	6.77	0497	2812660	
PAYANNUR	PAY	787.26	6.30	04985	204690	64727
TRIKARIPPUR - H	TKQ	793.56	6.30	0467	2210232	
CHANDERA.H	CDRA	797.85	4.29		2260222	
CHERVATHUR	CHV	801.96	4.11	0467	2260222	64728
NILESHWAR	NLE	806.98	5.02	0467	2280330	64729
KANHANGAD	KZE	816.50	9.52	0467	2204483	64730
BEKAL FORT	BFR	825.06	8.56	0467	2272024	
KOTTIKULAM	KQK	830.03	4.97	0467	2236245	64731

KALANAD-H	KLAD	836.66	5.53			
KASARAGOD	KGQ	839.44	2.78	04994	220800	64854
KUMBLA	KMQ	851.66	12.22	04998	213035	66226
UPPALA	UAA	861.42	9.76	04998	240233	66225
MANJESHWAR	MJS	868.28	6.86	04998	272233	66224
ULLAL	ULL	876.73	8.45	0824	2466426	66223
TOKKUTTU-H	TKOT	880.10	3.37			
NETRAVATI	NTVT	882.90	2.8	0824	2414086	66156
MANGALORE C	MAQ	885.24	2.34	0824	2427359	66154
MANGALORE Jn	MAJN	5.53	5.53	0824	2437824	66554, 66555
PADIL	PADIL	7.70	2.17	9188520175		66354
JOKKATTE	JOKT	19.352	9.22	9188520176		66364
TOKKUR	TOK	21.99	2.64	9686683923		66368
PANAMBUR	PNMB	24.40	2.41	0824	2407694	66366

PGT- POY-CNV SECTION

STATION	STATION CODE	KMFRO M POY	INTER DISTANCE	STD CODE	BSNL No.	RLYNo.
PALAKKAD	PGT	57.87	04.09	0491	2555245	62636
PALAKKAD TOWN	PGTN	53.78	10.93	0491	2510034	62640
PUDUNAGARAM	PDGM	42.845	05.45	04923	254260	63769
VADAKANIAKAPURAM	VDK (H)	37.4	02.10			
KOLLENGODE	KLGD	35.3	8.40	04923	262234	63768
MUTHALAMADA	MMDA	26.9	10.81	04923	232615	63767
MINACHIPURAM	MXM	16.09	7.79	04253	255402	63766
ANNAMALAI	ANM (H)	8.30	8.30			
POLLACHI	POY	0.00	-	04259	8078235679	63762
KINATTUKADAVU	CNV	21.14	21.14	9188520179		62913/P GT67223 /SA

SRR – NIL SECTION

STATION	STATION CODE	KMFROM SRR	INTER DISTANCE	STD CODE	BSNL No.	RLYNo.
VADANAM KURISHSHI	VDKS	4.26				
VALAPUZHA-H	VPZ	9.28	5.02			
KULUKKALUR-H	KZC	14.00	4.72			
CHERUKARA-H	CQ	20.50	6.50			
ANGADIPURAM	AAM	27.63	7.13	04933	227343	69211

PATTIKAD-H	PKQ	33.14	5.51			
MELATTUR	MLTR	40.41	7.27			
TUVVUR	TUY	46.67	6.26			
TODIYAPPULAM- H	TDPM	50.80	4.13			
VANIAMBALAM	VNB	55.20	4.40	04931	236910	69212
NILAMBUR	NIL	65.80	10.60	04931	220237	69213

42.1 Assistance from state Governments

IMPORTANT TELEPHONE NUMBERS

TAMIL NADU CONTACT DETAILS

STD CODE -044

Designation	Tel./Mob	Fax	E-Mail
To Report A Crime - Control Room	100		
To Report Traffic Violation	103		
Complaints through SMS(C hennai City)	95000 99100		
Ambulance	108		
Coastal security help Line	1093		
Chief secretary	044-25671555	044-25672304	cs@tn.gov.in
Principal Secretary & CRA	044-28523299, 9445000444 9573467788	044-28546624	com-ra@tn.nic.in
Commissioner of DM	044-28528745, 9840352966		
Director General of Police	044-28447701, 28448000, 28447755,	044-28447703	dgp@tn.gov.in
ADGP, LAW & ORDER	28447799		
ADG of Police Operations SDRF	044-24323260, 9962200088, 9498121212, 24343460	044-24343660	marutham28@gmail.com
Dy. Comm, SEOC	044-28414513 9445869848, 9445869849		
SEOC (CRA Office)	044-28593990, 9025510132		

KERALA CONTACT DETAILS

STD CODE -0471

DEPT.	In charge	PHONE	FAX	EMAIL
Govt.	Chief Minister	0471-2333241	0471-2333489	chiefminster@kerala.gov.in
	Kerala Chief secretary	0471-2518181, 2333147	0471-2333147	chiefsecy@kerala.gov.in
Kerala State Disaster Management Authority	Secretary (Revenue & Disaster Mgt.)	0471-2365559, 2517214 8301030882	0471-2333115	pri.secyr.revenue@gmail.com
	Commissioner	0471-2320579 9497997980		commissionerdmkerala@gmail.com
	Member Secretary	0471-233 1345 9400202927 9446568222	0471-2331345 0471 - 2364424 (SEOC)	seoc.gok@gmail.com
	State Control Room Collect orates	1070 1077		
	Joint Secretary, DM	0471-2518406	9446052088	revenueedmdk@gmail.com
Police	Director General of Police	0471-2721601	0471-2726560 9497999999	dgp@keralapolice.gov.in dgp.pol@kerala.gov.in
	ADG, South Zone Police	04712323775/5 73 (Fax)	9497999993	adgpsz.pol@kerala.gov.in
SDRF	Commandant, RRRF (SDRF)	9497990246	9497996964	cmdtsras.pol@kerala.gov.in

KARNATAKA CONTACT DETAILS

STD CODE- 080

Agency/Designation	Contact No.	Email ID	Address
State Emergency Control Room (24/7)	080-22340676, TeleFax: 080-22353980 Whatsapp:9008405955	sodmrevenue@gmail.com	Room No 547, 5th Floor, 2 nd Gate MS Building (Secretariat), Bengaluru-560001
Relief Commissioner/Principal Secretary to Govt., Revenue Department (DM), Govt. of Karnataka	080-22032995	secy.clm@gmail.com , secyrelief-rev@lcarnataka.gov.in	Room No 627: 6th Floor, 1st Gate MS Building (Secretariat), Bengaluru560001
Director-Karnataka State Disaster Management Authority, Revenue Department (DM), Govt. of Karnataka	080-22353980,	dir.ksdma@karnataka.gov.in	Room No 547, 5th Floor, 2 nd Gate MS Building (Secretariat), Bengaluru560001
Joint Secretary to Govt Revenue Department (DM), Govt. of Karnataka	080-22032426	soclmrevenue@gmail.com	Room No 547, 5th Floor, 2 nd Gate MS Building (Secretariat), Bengaluru560001
State Police Control Room!	100. 080-22215911	police@lcsp.gov.in	Police Head Quarters, Nrupathunga Road, Adjacent to RBI, Bengaluru-560001

Medical	104 (medical), 108 (Ambulance)		
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42.2 RAILWAY JURISDICTION/CIVIL DISTRICT& DETAILS OF DISTRICT CIVIL AUTHORITIES

District	RLY Stations		STD code	Office	Residence	Mobile
COIMBATORE	MDKI, ETMD POY,CNV	DIST. COLLECTOR	0422	2301114	9444168000	
		COMM. OF POLICE	0422	2300250	2300600	9498101165
		Sub. Collector/POLLAC HI	04259	224855		944500445
PALAKKAD	WRA,KJKD,PGT,PL L,MNY,LDY,OTP,M NUR,SRR,KRKD,PT B,PUM, PGTN,	DIST. COLLECTOR	0491	2505309	2533026	9387288266
		SP	0491	2534011	2533276	9497996977
MALAPPURAM	KTU, TIR, TUA TA, PGI, AAM,VNB, NIL	DIST. COLLECTOR RDO/TIR	0483 0484	2734922 2421200	2734225	9446539017 8547615500
		SP	0483	2734384	2734377	9497996976
KOZIKODE	WH,ETR,QLD,'KN,F K,KUL,CLT,TKT,BDJ ,MHE	DIST. COLLECTOR	0495	2371400	2383500	
		COMM. OF POLICE	0495	2722911	2370300	9497996989
KANNUR	TLY,ETK,CS,CAN,V APM,KPQ,PAZ,PAY ,CHV,NLE,KZE	DIST. COLLECTOR	0497	2700243	2700242	
		SP	0497	2763330	2763331	9497996973
KASARAGOD	KQK,KGQ,KMQ, UAA,MJS	DIST.COLLECTOR	04994	256400	256600	9447496600
		SP	04994	257401	255301	9497996972
DAKHINAKANNADA	ULL,NTVT,MAQ,KN KD,PNMB	DIST.COLLECTOR	0824	2220588		9448089126
		SP	0824	2220503		09480805301

42.3 RAILWAY&BSNL CODES FOR ZONES & DIVISION

Central Railway

Name of Zonal & Division Railways	Rly.Code	MTNL/BSNL code
Mumbai CST HQ	010	022
Mumbai	010	022
Bhusaval	011	02582
Nagpur	012	0712

Pune	013	020
Solapur	014	0217

Eastern Railway

Name of Zonal & Division Railways	Rly.Code	MTNL/BSNL code
Kolkata F.P..H.Q.	020	033
Howrah	020	033
Sealdah	020	033
Asansol	020	0341
Malda	020	03512

Northern Railway

Name of Zonal & Division Railways	Rly.Code	MTNL/BSNL code
N.Denhi B.H.H.Q.	030	011
Delhi	030	011
Firozpur	030	01632
Lucknow	032	0522
Moradabad	033	0591
Ambala	034	0171

North Eastern Railway

Name of Zonal & Division Railways	Rly.Code	MTNL/BSNL code
Gorakhpur H.Q.	040	0551
Izzatnagar	040	0581
Lucknow	040	0522
Varanasi	040	0542

Northeast Frontier Railway

Name of Zonal & Division Railways	Rly.Code	MTNL/BSNL code
Guwahati H.Q.	050	0361
Alipurduar	050	03564
Kathihar	050	06452
Lumding	050	03674
Rangia	050	03621
Tinsukia	050	0374

Southern Railway

Name of Zonal & Division Railways	Rly.Code	MTNL/BSNL code
Chennau H.Q.	060	044
Chennai	060	044
Madurai	060	0452
Palghat	060	0491
Tiruchirapalli	060	0431
Thiruvananthapuram	060	0471
Salem	060	0427

South Central Railway

Name of Zonal & Division Railways	Rly.Code	MTNL/BSNL code
Secundrabad H.Q.	070	040
Secundrabad	07	040
Hyderabad	070	040
Guntkal	070	08552
Guntur	070	0863
Vijayawada	070	0866
Nanded	070	02462

South Eastern Railway

Name of Zonal & Division Railways	Rly.Code	MTNL/BSNL code
Kolkata GRC H.Q	080	033
Adra	080	03251
Chakradharpur	080	06587
Kharagpur	080	03222
Ranchi	080	0651

Western Railway

Name of Zonal & Division Railways	Rly.Code	MTNL/BSNL code
Mumbai CG H.Q	090	022
Mumbai	090	022
Vadodara	091	0265
Ratlam	092	07412
Ahmedabad	093	079
Rajkot	094	0281
Bhavnagar	099	0278

East Central Railway

Name of Zonal & Division Railways	Rly.Code	MTNL/BSNL code
Hazipur H.Q	025	06224,0612 (PNBE)
Danapur	025	06115
Dhanbad	025	0326
Mughal Sarai	025	05412
Samastipur	025	06274
Sonpur	025	06158

East Cost Railway

Name of Zonal & Division Railways	Rly.Code	MTNL/BSNL code
Bhuvneshwar H.Q	085	0675
Khurda Road	085	0674
Walter	085	0891
Sambhalpur	85	0663

North Central Railway

Name of Zonal & Division Railways	Rly.Code	MTNL/BSNL code
Allahabad H.Q	035	0532
Allahabad	035	0532

Agra	036	0562
Jhansi	037	0510

North Western Railway

Name of Zonal & Division Railways	Rly.Code	MTNL/BSNL code
Jaipur H.Q	095	0141
Jaipur	095	0141
Ajmer	096	0145
Bikaner	097	0151
Jodhpur	098	0291

South East Central Railway

Name of Zonal & Division Railways	Rly.Code	MTNL/BSNL code
Bilaspur H.Q	075	07752
Bilaspur	075	07752
Nagpur	075	0712
Raipur	075	0771

South Western Railway

Name of Zonal & Division Railways	Rly.Code	MTNL/BSNL code
Hubli H.Q	065	0836
Hubli	065	0836
Bengaluru	065	080
Mysore	065	0821

West Central Railway

Name of Zonal & Division Railways	Rly.Code	MTNL/BSNL code
Jabalpur H.Q	015	0761
Jabalpur	015	0761
Bhopal	016	0755
Kota	017	0744

Production units

Name of Zonal & Division Railways	Rly.Code	MTNL/BSNL code
CLW-Chittranjan	020	0341
DLW-Varanasi	043	0542
DMW-Patiala	0310	0157
RCF-Kapurthala	0319	01822
ICF-Perambur	060	044
RWF—Bengaluru	066	080
RDSO-Lucknow	0324	0522
CORE-Allahabad	035	0532
Metro-Kolkata	020	033

42.4 TELEPHONE NUMBERS OF IMPORTANT HEADQUARTERS OFFICERS

DESIGNATION	RAILWAY MAS		BSNL (STD CODE: 044)		CELL	FAX
	OFFICE	RESIDENCE	OFFICE	RESIDENCE		
GM	22687	28553	25332157	28271157		25352291
AGM	22502	28536	25353743	28206224	09003160001	25341225
SECY.TO GM	22504		25354600	28251262	09003160003	25331765
PCCM	22424	-	25353148	28279853	09003160950	25350302
PCEE	22480		25353717		09003160300	25353690
PCE	22540		25353030		09003060200	25351117
CTE	22543	28978	25355059		09003060201	„
CGE	22542		25357438		09003060208	„
CBE	22547	28849	25353477		09003060202	„
CPDE	22516	28546	25355958	28275040	09003060203	„
PCME	22499	28449	25353582		09003160400	25351162
PCSTE	22450	28456	25353800	28270640	09003160800	25330177
PCOM	22400	28650	25355829	28276714	09003160900	25357590
CPTM	22403		25353175		09003160902	„
CFTM	22404	28507	25354206	28214081	09003160901	„
PCPO	22520	28577	25353755	28272001	09003160600	25331937
CPRO	22488		25353455		09003160080	25341800
PCSO	22405	28598	25354233	28271192	09003060940	25355471
PCSC	20371		25352414		09003160700	25359261
PCMD	20350		25354237		09003160500	25351861
CMD/RH/PER	29000		26740970			26745611

42.5 TELEPHONE NUMBERS OF IMPORTANT SAFETY OFFICERS

Officer		Railway	STD Code	BSNL	Mobile	Fax
CCRS/LKO	OFFICE	31140(NER) 23290 (NR)	0522	2233108 R-2237702		2233095
CRS/SBC	OFFICE	56800	080	22260650	R-22265926	080-22260650
	PS	56802				
	RESI:	56801CRS	080	22265926		
Principal ED/SAFETY/RB	OFFICE	030 43302	011	23381344		011-23386215
	RESI		011	23210429	9910487525	
CSO/MAS	OFFICE	22405	044	25354233 28271192	09003060940	25355471
	RESI	28598				
Dy.CSO / TFC / MAS	OFFICE	22627	044	25355471 28277242	9003060941	044-25355471 044-25355471
	RESI	28587				

Dy CSO / M	OFFICE	22605			9003060944	044-25355471
	RESI	28907				
Dy.CSO/Engg.		22847			9003060943	
Sr. DSO/PGT	OFFICE	62680	0491	2555326	09746763926	0491-2555326

42.6 TELEPHONE NUMBERS OF PALAKKAD DIVISIONAL OFFICERS

Officer	Land No.Off.	Land No.Res	Rly.No. Office	Rly.No. Res.	CUG	FAX
DRM	0491-2555296	2555115	62000	62001	9746763000	2555235,62022
ADRM/I	0491-2555343	2555030	62002	62003	9746763001	
ADRM/II	0491-2555010		62004		7012992001	2552834
CMS	0491-2555324	2552998	63100	63101	9746763500	2554311
Sr.DOM	0491-2557173	2555138	62600	62601	9746763900	62670&2557173
Sr DSO			62680	62681	9746763926	
Sr DSTE			62900	62901	9746763800	
Sr.DCM	0491-2555443	2553675	62200	62201	9746763950	2555339
Sr.DME	0491-2555342	2555367	62500	62501	9746763400	2555342
Sr.DEN/Co-ord	0491-2555332	2554174	62400	62401	9746763200	2555322
DEN/W	0491-2555322		62406	62407	9746763202	
Sr.DEE/OP			62383	62307	6238902001	
Sr.DEE/TRD	0491-2555513		62302		9746763301	
Sr.DPO	0491-2555335		62700		9746763600	
DPO			62708		9746763601	
DFM	0491-2555338		62100	62101	9746763100	
Sr.EDPM	0491-2555512		62006		9746763120	
Sr.DAUO			62150		7397761316	
Sr.DEE/G			62300	62301	9746763300	
Sr.DMM	0491 - 2555348		62010		9746763770	
PRO	0491-2559651		62014		9746763002	2559651
DSC	0491- 2555258	2552050	62800	62801	9746763700	62832
DEN/E	0491-2555694	2555328	62402		9746763201	
DEnHM	0491-2553679		62502		9746740102	
DOM			62604		9746763902	
DSTE/GS			62902	62903	9746763802	
DSTE/MAQ					9746763803	
OSD			62702		6238902091	
RA			62012		9746763606	
AOM			62606		9746763901	

AO/MAQ			66151	66151	6238902049	
ADEE/G			62308		9746763302	
ADDE/OP/PGT			62304		9746740246	
ADEE/TRD/CAN			64710		9746763645	
CDO/MAQ	0824-2411096		66140		9731663402	
ADME/PGT			62504		9746763401	
ACM/I	0491-2555323		62202		9746763952	
ACM/II	0491-2552604		62204		9746763953	
ADSTE/PGT			62904		974673801	
ADSTE/CLT					9746763805	
ASC/PGT	0491-2552260	2552050	62804	62827	9746763701	
ASC/MAQ					6238902088	
DSRP	0491 – 2555436		62802		9497990227	
ADEN/PGT	0491-2553440		62410	62411	9746763205	
ADEN/SRR	0466-2222219		69130	69149	6238902075	
ADEN/CAN	0497-2700864		64624		9746763207	
ADEN/MAQ	0824-2410196		66124		9731663206	
AXEN/TMC			62214		9003060245	
ADEN/Bridge	0491-2555733		62412		9746763204	
ADEN/Spl.Works	0491-2553077		62408		9746763203	
SD/CLT					9746745537	
ADFM -I	0491- 2554301		62104		9746763101	
ADFM-II	0491-2554301		62106		9746763102	
AAUO-I			62192		9746763111	
AAUO-II			62182		9746763112	
AAUO-III			62184		9746763113	
APO			62706		9746763603	

42.7 TELEPHONE NUMBERS OF EMERGENCY OFFICES

	OFFICE	OFFICE	MOBILE	FAX
IPF/SIB	2555368	62812	9746763703	62834
Com. Controller	2556198	62250, 62220		
Chief Controller	2552904	62650, 62608	9746763905	62650 & 255 2904
Engg. control		62450, 62452	9746763225	
CTLC	2555356	62555 / 62512/ 62556/62362	9746763323	62512
Security Control	2555595	62824 / 62846	8138913773	
S&T Control	2555359	62950	9746763822	

C&W Control		62550 / 62518	9746763411	
PC/II	2552022	62354	9746760105	
Ele. Cont.	2552903	62320	9746763311	
PARCEL Office	2555107	62234		
SC/PGT		62667		
SC/CAN		62668		
SC//MAQ		62669		
CHC/Pun.	62610	62626,		
Tele complaints	2555327	62198		
Telecom Enquiry		62197		
VIP Siding	2555336	63240 / 63250		
ORH/Bhairavi		63202		
ORH/C./CLT		64135		
ORH/CAN		64630		
ORH/Con/CAN		64636,64620		
ORH/SRR		69246, 69245		
ORH/MAQ		66183		

42.8 TELEPHONE NUMBERS OF OFFICERS OF ADJACENT DIVISION CHENNAI DIVISION – STD CODE 044

DESIGNATION	RAILWAY		BSNL		CELL
	OFFICE	RESIDENCE	OFFICE	RESIDENCE	
DRM	22800		25355900		9003061000
ADRM/I	22602		25358131		9003061001
ADRM/II	22551		25351136		9003061002
ADRM/III	23667	28685			9566219004
Sr.DOM	22538	28872	25354708	24312823	9003160900
Sr.DSO	22615		25353685		9003161901
CHC	22822				9003161909

TIRUCHCHIRAPPALLI DIVISION – STD CODE 0431

DESIGNATION	RAILWAY		BSNL		CELL
	OFFICE	RESIDENCE	OFFICE	RESIDENCE	
DRM	77000	77001	2411204	2480605	9003864000
ADRM/I	77002	77003	2416105	2460002	9003864001
ADRM/II	77702	77703	2410534		9003864002
Sr. DOM	77600	77601	2412520	2482708	9003864900
Sr. DSO	77680	77681	2460374	2351464	9003864902
CHC	77650		2410030	2607672	9003864907

MADURAI DIVISION – STD CODE 0452

DESIGNATION	RAILWAY		BSNL		CELL
	OFFICE	RESIDENCE	OFFICE	RESIDENCE	
DRM	72000	72001	2308000	2308001	90038 62000
ADRM/I	72002	72003	2308002	238003	90038 62001
ADRM/II	72004	72005	2601101	2603002	9003862002
DOM/Co-ord	72600	72603	2308063	2308126	90038 62900
Sr. DSO	72680		2308680		90038 62947
CHC	72650	72653		2308650	90038 62938

THIRUVANANTHAPURAM DIVISION – STD CODE 0471

DESIGNATION	RAILWAY		BSNL		CELL
	OFFICE	RESIDENCE	OFFICE	RESIDENCE	
DRM	83000	83001	2325828	2342423	97467 69000
ADRM	83002	83003	2325468	2342485	97467 69001
Sr.DOM	83600	83601	2325632	2362286	97467 69900
Sr DSO	83680		2326386		97467 69990
CHC	83650		2339395		97467 69904

SALEM DIVISION – STD CODE 0427

DESIGNATION	RAILWAY		BSNL		CELL
	OFFICE	RESIDENCE	OFFICE	RESIDENCE	
DRM	65000	65001	2330635	2447650	9003956000
ADRM	65002	65003	431957	2431631	9003956001
Sr.DOM	65600	65607	2440048		9003956900

Sr DSO	65680		2440127	2440906	9003956926
CHC	65650		2330054		9003956925

42.9 TELEPHONE NUMBERS OF SUPERVISORS OF PGT DIVISIONS

GENERAL	CUG	RLY
PS TO DRM	9746740010	62022,62032
PROTOCOL INSPECTOR	9746763005	62016

ACCOUNTS

SR.SO(A)	9746763115	62114
SR.SO(A)	6238902095	62116

AUDIT

Sr.DAUo	07397761316	62150
AAO/AU/I	9746763111	62192
AAO/AU/II	9746763112	62184,62182

COMMERCIAL

CCI/G/HQ	9746763954	62218
CCI/Commercial Control	9746763956	62250
CCI/Planning	9746763957	62266
CCI / HQ	9746763958	62208
CCI/S/PGT	9746763959	62210
CCI/SRR	9746709187	69102
CCI/CLT	9746763960	64102
CCI/CAN	9746763961	64602
CCI/MAQ	9746700586	66102
DY.SMR/Comml./MAQ	9880106566	
DY.SMR/Comml./CAN	9746700850	
DY.SMR/Comml./CLT	9746705806	
DY.SMR/Comml./SRR	9746706253	
DY.SMR/Comml./PGT	9746706882	

ELECTRICAL (General)

ELECTRICAL CONTROL	9746763311	62320
SSE/E/P/MAQ	9746763314	66110
SSE/E/CLT	9746763304	64110
SSE/E/W/PGT	9746763313	62324
SE/E/SRR	9746763306	69110
SE/E/P/PGT	9746763307	62322
SSE/I/E/CAN	9746763309	64611
SSE/II/E/CAN	9746763305	64613
SSE/TL/MAQ(BD)	08129701380	66115
SSE/E/DRG.	9746763312	62316
SSE/E/SRR	9746763306	69110
SSE/E/AC/MAQ	6238902043, 8129701352	66112
SSE/E/CLT /I & II	9746763329 9746763304	64110

SSE/E/HQ	9746763308	62321
SSE / E / DRG	9567863341	62316

ELECTRICAL (TRD)

CTA/TRD - I	7994888073	62370
CTA/TRD - II	9746763321	62370
CTPC/PGT	9746763322	62350
TPC/PGT BOARD I	9746740013	62366
TPC/PGT BOARD II	9746760105	62354
SSE/TRD/PGT I	9746763324	62353
SSE/OHE/PGT II	9746740683	62353
SSE/PSI/KJKD	9746743320	62376
SSE/TRD/SRR	9746763325	69119
SSE/PSI/SRR	9746763326	69118
SSE/TRD/TIR	9746760136	64244
SSE/PSI/TIR	9746740584	64459
SSE/TRD/QLD-I	9746763328	64260
SSE/TRD/QLD-II	9746763332	64260
JE/PSI/ETR	9746769316	64259
SSE/TRD/CS	9746761509	-
JE/PSI/CS	9746769249	64658
SSE/TRD/CHV	9746763327	64689
SSE/PSI/CHV	9746769247	64650
SSE/TRD/ULL	9746760120	66336
JE/PSI/UAA	9746769208	66337
MEMU		
SSE/MEMU	9746740247,9746740248	62378

ELECTRICAL (Operation)

CLI/HQ/I	9746740141	62379
CLI/HQ/II	9746740073	
CTL	9746740019	62512,62556,62555
TLC	9746763323	
CLI/ I / PGT	9746740047	
CLI /II /PGT	9746740060	
CLI/I /SRR	9567863420	
CLI/ II/SRR	9567863425	
CLI /III/SRR	6238902026	
CLI /IV/SRR	9746740122	
CLI/CLT	6238902031	
CLI/CAN	9567863422	64645
CLI /MAQ	9567863423	66145
CLI/II/MAQ	9746740274	

CLI/I/MAJN	9746740269	
CLI/II/MAJN	9746740113	
CCRC/PGT	9746740277	62523
CCRC/SRR	9746740150	69154
CCRC/CLT	9746740083	64142
CCRC/MAJN	9746740233	66506
Crew Booking / PGT	6238902025	62522
Crew Booking / SRR	9567863428	69154
Crew Booking / CLT	9746740117	64142
Crew Booking / MAQ	9746740260	66145
Crew Booking / MAJN	6238902022	66540

ENGINEERING

SSE/P.Way/E/PGT	9746763209	62426
SSE/P.Way/W/PGT	9746763210	62428
SSE/P.WAY/SRR	9746763211	69140
SSE/P.WAY/AAM	9746763212	69236
SSE/P.WAY/CLT	9746763213	64126
SSE/P.WAY/QLD	9746763214	64256
SSE/P.WAY/CAN	9746763215	64626
SSE/P.WAY/KGQ	9746763216	64826
SSE/P.WAY/MAQ	9731663217	66126
SE/WORKS/PGT	9746763218	62430
SE/WORKS/SRR	9746763219	69138
SE/WORKS/CLT	9746763220	64128
SE/WORKS/CAN	9746763221	64628
SE/WORKS/MAQ	9731663222	66128
SE/BRIDGES/PGT	9746763223	62422
SE/BRIDGES/CAN	9746763234	64634
ENGG.CONTROLLER	9746763225	62452
Chief/BTC	9746763226	62450
SE/Drawing/Track	9746763227	
JE/W/PGT	9746763228	
SSE/P.WAY/KLGD	6238902077	
PWS/USFD/CLT	9746763230	
SSE/USFD/CLT	9746763231	
SE/P.Way OTP	9746763252	
SE/P.Way/Div/HQ/PGT	9746763224	62444
SSE/USFD II/PGT	9746763235	
JE/P.Way/TIR	9746763256	64446
SE/Pway/TIR	9746763237	64446
SSE/Pway/PAY	9746763258	64637
SE/Pway/W/PTJ	9746763239	67133
JE/Pway/WRA	9746763240	

JE/Pway/PTJ	9746763241	
JE/Pway/KJKD	9746763242	
JE/Pway/E/PGT	9746763243	62470
JE/Pway/KTU	9746763244	
JE/Pway/AAM	9746763245	
JE/P.WAY/FK	9746763236	
SE/Pway/CLT	9746763246	
JE/Pway/ETR	9746763247	
JE/Pway/QLD	9746763248	64256
SSE/Pway/TLY	9746763249	
JE/Pway/KZE	9961443307	
JE/Pway/PAY	9746763251	
SSE/Depot/PGT	9746763253	62424
JE/W/PGT/II	9746763254	
JE /Pway/SRR	9746763255	69142, 69136
JE /Pway/TIR	9746763256	64446
JE /W/CLT	9746763257	64130
JE/PW/MAQ I & II	6238902127	
JE/Pway/POY	9746763260	
JE /Pway/ CAN	9746763261	
JE /Pway/CAN	9746763262	

MECHANICAL

SSE/C&W/MAQ	9731663403	66142,66144
SSE/C&W/CAN	9746763404	64642
SSE/C&W/CLT	9746763405	64140,64144
SSE/C&W/SRR	9746763406	69150,69156
SSE/C&W/PGT	9746763407	62516,62552
SSE/C&W/BD/MAQ	9731663408	66142
SSE/C&W/MAJN	9731663409	66542,66545
SSE/C&W/CONT./PGT	9746763411	62550, 62518
SSE /HQ/PGT	9746763412	62514
SSE/DRAWING/PGT	9746763413	
SSE/C&W/DEnHM/PGT	9746763414	62514
SSE/DRAWING/PGT	9567863431	62526
SSE/C&W/BD/SRR	9746745997	
SSE/SPART/SRR	9746745497	

MEDICAL

CHI/DIVN/PGT	9746763513	63142
HI/STN/PGT	9746763514	63146
HI/MAQ	6238902136	66147
HI/CLT	9746763516	64147

HI/CAN	9746763517	64647
CHI/SRR	9746763518	69168
HI/COL/PGT	9746763519	63144
CH.PHA /Div.Store/PGT	9746763520	63160
CH/PHAR/HU/MAQ	9731663521	66148
CH/PHAR/SDH/SRR	9746763522	69165
ANO/RH/PGT	9746763523	63118
AHO/PGT	9746763512	63174

OPERATING

CHC/PGT	9746763905	62650
TI/HQ/PGT	9746763906	62612
TI/PLG/PGT	9746763907	62654
TI/OT CELL	9746763908	62612
TTC/PGT	9746763909	
DI/FOIS/PGT	9746763910	62622
SMR/WRA	6238902050	62674
SMR/MDKI	9567863902	62656
SMR/PGT	6238902051	62634
SM R/SRR	9746763914	69180
TI/SRR	9746763915	69184
SMR/CLT	9746763917	64152
TI/CLT	9746740447	64157
SMR/TLY	9746763921	64721
SMR/CAN	9746763919	64652
TI/CAN	9746763920	64656
TI/KGQ	9746740290	64855
SMR/MAQ	9731663916	66152
SMR/MAJN	9731663922	66552
SMR/PNMB	9731663923	0824-2407694(landline)
SMR/KUL	9746763933	64156
TI/MAJN	9567863900	66567
SMR/JOKT	9746740452	66364
SMR/PADIL	9567863903	66354
SMR/AAM	9567863904	69211
SMR/VNB	9567863905	69212
SM R/NIL	9567863906	69213
CHC/FREIGHT	9567863907	62610
CHC/PUN	9567863908	62626
TI/COIS	9567863909	62665
TI/Safety	9567863910	62672
TI/PGT	9567863911	62658

TI/Chg.	9746740251	62651
CHC/STOCK	9567863913	62608
SMR/POY	9746740289	63762
SMR/CNV	9188520179	62913/PGT,67223/SA
MDTC/PGT	9746740333	63274

SAFETY

SFC/LOCO	9746763930	62685
SFC/ENGG	9746763929	62686
SFC/C&W	9746763928	62685
SFC/ELE.	9746740681	62631
SFC/TRAFFIC	9746763927	62631

SECURITY DEPT

IPF/HQ/PGT	9746763702	62810
IPF/SIB/PGT	9746763703	62812
IPF/CIB/PGT	9746763704	62816
IPF/PGT	9746763705	62828, 62814
IPF/PS & TE/PGT	9746763706	62844
IPF/MAQ	9731663707	66160
IPF/CAN	9746763708	64660
IPF/CLT	9746763709	64160
IPF/SRR	6238902082	69208
SIPF/SIB/SRR	9746763712	69206
SIPF/SIB/MAQ	9731663713	66260
SIPF/SIB/CLT	9746763714	64163
SIPF/KGQ	9746763711	64860
SIPF/POY	9567863724	
SIPF/TIR	9567863725	64447
SIIPF/TLY	9400823266	64661
IPF/MAJN	9746716253	66568
SIPF/BDJ	8138913778	64265
SIPF/NIL	8138913776	69214

SIGNAL & TELECOM

Designation	Mobil Nos.	Rly Nos.
Sr.DSTE/PGT	9746763800	62900
DSTE/PGT	9746763802	62902
ADSTE/PGT	9746763801	62904
SSE/SRM/PGT	9746763804	62964
SSE/S/PGT	9746766866	62960
SSE/DRG./PGT	9746763814	62930
SSE/T/HQ/PGT	9746763816	62980

SSE/T/DN/PGT	9746763819	62970
SSE/T/L/PGT	9746763823	62956
SSE/S/HQ/PGT	9746763807	62920
SSE/T/EX/PGT	9567863834	62974
SSE/T/SW/PGT	9567863835	62910
SSE/S/PGT	9746763824	62960
JE/SIG/HQ	9746763807	62920
TEST ROOM/PGT	9746763822	62950,62951
JE/T/C/PGT	9746763828	
JE/SIG/PGTN	9746763829	
SSE/S/POY	9746763806	
JE/S/MDKI	9746740890	
SSE/S/SRR	9746763827	69222
SSE/T/SRR	9746763813	69172
JE/S/SRR/I & II	9746763805, 9746740986	69267
SSE/S/TIR	9746763817	64223
JE/S/TIR	9746763815	
SSE/T/CLT	9746763812	64172
SSE/T/PRS/CAN	9746763821	64672
SSE/S/CLT	9746763826	64174
JE/SIG/CLT	9567864240	
JE/S/TLY	9746763818	
ADSTE/CAN	9746763803	64670
SSE/S/CAN	9746763808	64674
JE/S/CAN	9746743567	64677
SSE/S/KZE	9746763825	
SSE/S/KGQ	9567863833	64874
SSE/S/MAQ	9731663809	66174
SSE/T/MAQ	9731663810	66172
JE/S/MAQ	9746740911	
SSE/S/MAJN	9746763809	66578

STORES

Sr.DMM	9746763770	62010
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PERSONNEL

S & WI / I	9746763607	62720
Ch S & WI / II	9746763608	62720
S & WI / III	9746763609	62720
Ch.OS & WI / PGT / I	9746763610	
S & WI / PGT / II	9746763611	
CLA/ PGT	9746763612	62744
S & WI / PGT / IV	9746763613, 9746763604	62720

EDP CENTRE

SE/IT/I/PGT	9746763125	62042
SE/IT/II/PGT	9746763126	62056
SE/IT/III/PGT	9746763123	62034
JE/II/PGT	9497316458	62042

42.10 TELEPHONE NUMBERS OF RAILWAY DOCTORS

DESI.	RAILWAY		BSNL		CUG Mobile
	OFF.	RESI.	OFFICE	RESIDENCE	
CMS	63100	63101	0491 2555324	0491 2552998	9746763500
ACMS/ Admn	63102		0491 2554311	0491 2555355	9746763501
ACMS / PGT	63108	63105	04912555037	04912555363	9746763503
ACMS / PGT	63160	63121	-	0491 2559960	9746763504
Sr.DMO/PHY/PGT	63115	63139	-	-	9746763511
Sr.DMO/ANNE.	63118		-	-	9746763523
Sr.DMO/PGT	63162	63136	-	-	9746763507
Sr.DMO/MAQ	66148	66149	0824-2428592	-	9731663509
Sr DMO/CAN	64648	64649	2712527	-	9746763510
Sr.DMO/CLT	64150	64149	0495-2704200	0495-2302399	9746763505
ACMS/SRR-	69160	69161	0466-2222518	0466-2225077	9746763502
HU/POY					7561871994

42.11 BHARAT SCOUTS AND GUIDES**The Kerala State Bharat Scouts and Guides**

Sl.No.	Address	Contact Number
1	State Headquarters Vikas Bahvan (P.O.)Thiruvananthapuram Pin-695033	0471-2317480 Email- SHQ@ksbsg.in
2	State Training Centre Palode, Pacha (P.O.),Thiruvananthapuram Pin-695562	0472-2840238 Email- stcpalode@ksbsg.in

DETAILS OF PGT DIVISION BHARAT SCOUTS & GUIDES

Sl.No.	Address	Contact Number
1	District Training Centre - Neelambari, Rly. Officers Colony, Hemambika Nagar, PALGHAT – 678 002	

	<u>Contact Person</u> Sakkeer Hussain .C .T,District Chief Commissioner/Scouts	7012992001
	Smt.Lavanya.B, District Secretary Commissioner/Scouts	9746763601

42.12 LIST OF FIRE STATIONS

Nearest Railway Station	Office/Unit	Telephone No.
PTJ, MDKI, ETMD	FireStation,Coimbatore	0422-2300101
WRA, KJKD	Fire station, Kanjikode	0491-2569701, 702
PGT	Fire Station, Chittoor	0492-3222499
	Fire Station, Palakkad	0491-2505701
	HPCL, Kanjikode	0491-2566156
	Fire Station, Alathur	04922-223150, 223151
POY	Fire Station, Pollachi	04259-223333
CNV	Fire Station/POY	04259-223333
	Fire Station/CBE-South	0422-2300101
	Fire Station/CBE- Ganapathy-South	0422-2511001
SRR	Fire Station, Shoranur	0466- 2222501
AAM	Fire Station, Perinthalmanna	04933-227800
VNB	Fire Station, Malappuram	0483-2734800
NI L	Fire Station, Nilmbur	04931-224005
KTU,TUA	Fire station Ponnani	0494-2666002
TIR	Fire Station, Tirur	0494 -2422333
	Fire Station, Meenchanda/CLT	0495 -2323191, 2321654
CLT,WH, QLD, ETR	Fire Station, Vellimadukunnu/CLT	0495 -2371003
	Fire station , Beach,Kozhikode	0495- 2365333
	Fire Station, Mukkam	0495 -2297601
	Quilandi	0496-2620101
BDJ	Fire station , Badagara	0496 -2514600
MHE	Fire station, Mahe	0490-2332500
TLY	Fire Station – Thalassery	0490-2344101
CAN	Fire Station , Kannur	0497-2706900
CHV, PAY	Fire Station, Trikaripur	0467 -2210201

	Fire station, Payyanur	04985 -202901
KZE	Fire Station, Kanhangad	0467- 2202101
KGQ	Fire Station, Kasaragod	04994 – 230101
ULL, MAQ	Fire service, Kadri	0824-2211085
PNMB	NMPT / PNMB	0824-2407341

42.13 TELEPHONE NUMBERS OF ROAD TRANSPORT OPERATORS

KSRTC, MANGALORE	0824-2211243,2212251,7760990720
KSRTC, KASARAGOD	04994-230677
KSRTC, KANNUR	0497-2707777
KSRTC, KOZHIKODE	0495-2723796
KSRTC, PONNANI	0494-2666396
KSRTC, MALAPPURAM	0483 2734950
KSRTC, PERITHALMANNA	04933 - 227342
KSRTC, NILAMBUR	04931-223929
KSRTC, PALAKKAD	0491-2520098
DTPC, PALAKKAD	0491-2538996
KSRTC/CHITTUR	04923-227488
TNSTC, UKKADAM, COIMBATORE	0422-2391835, 2391855
TRANSPOT RTO/POY	04259-224580,225159
TNSTC BR-I/POY	04259-224480, 8300545504
TNSTC BR-II/POY	04259-224360, 8300545446
RTO/POY	04259-225199

42.14 TELEPHONE NUMBERS OF ELECTRICITY OFFICES

KSEB, ULLAL	0824-2280233,2466233
KSEB, KUMBALA	04998-213016,0499-8213016, 9496011504
KSEB, KASARAGOD	04994-230739, 9496011502
KSEB, KANHANGAD	0467-2204149, 9496011442
KSEB PAYANNUR	04985-203036, 9496011120
KSEB, KANNUR	0497-2706850, 9496011217
KSEB, KADALUNDI	0495-2470208, 9496011762
KSEB WEST HILL	0495-2380919, 9496010845
KSEB, TANUR	9496010487, 9496010361
KSEB, TIRUR	0494-2422069(W), 2422065(E), 9496010491, 9496010495
KSEB, PERITHALMANNA	04933-227219, 9496010390
KSEB, NILAMBUR	04931-220224, 9496010356
KSEB, PATTAMBI	0466-2212255, 9496010148
KSEB, OTTAPPALAM	0466-2244332, 9496010164
KSEB, OLAVAKOT	0491-2555213, 9496010012
KSEB/PALGHAT	0491-2536925
KSEB/PUDUNAGARAM	04923-252208

KSEB -220KV SS/Kanjikode	9496010230
KSEB -220KV SS/Shoranur	9496010253
KSEB -110KV SS/Tirur	9496012012
KSEB -110KV SS/West Hill	9496010996
KSEB -110KV SS/Chovva	9496011332
KSEB-110KV SS/Cheravathur	9496011385
KSEB-Sub Station Kubanoor(UPPALA)	04998-240685, 9496011392,9496011391

42.15 DETAILS OF ARMED FORCES

MDKI	MCO/CBE	Auto Phone No. 67618 0422-2302070
	Commanding Officer MDKI	0422-2622432
EZM	CRPF/ Peringo	04985-236241
	Naval Unit	04985-225999,225444
CAN	DSC Commandant (Exchange)	0497 -2706898,2706898
	Commandant 122 Bt. (TA/Bn)	0497 2707469
MAQ	Coast Guard MAQ	0824-2405266
TVC	Air commanding – Chief (Southern Air Command) Trivandrum	0471-2551361
	Commandant (Indian Coast Guard), Trivandrum	0471-2486484
ERS	Naval Exchange /Kochi	0484-2874789,2872475
NDRF	Suraksha Campus/Arakkonam	04177-246269, 04177-246594
	Team commander /Trichur	09442105069

42.16 PHONE NUMBERS OF FOREST OFFICES

TAMILNADU	
DFO/POY	04259-225356
KERALA	
FOREST OFFICE/WRA	8547602095
DFO/O/PGT	9447979067
RANGE OFFICE/OLVAKODE	8547602072

42.17 DETAILS OF POL / LPG DEPOTS

Office/Unit	Telephone No.
LPG/Peelamedu	0422-2533774
HPCL, Palakkad	04912566156
HPCL-Kanjikode	0491- 2566157
LPG//IOC, Chelari	0494 2400227
POL/HPC,Elathur	0495 – 2462093, 8547856746
BPC/CAN	0497-2705189
HPCL/MAQ	0824 – 2271468
LPG/Jokatta	0824-2270836

41.18 DETAILS OF HELIPADS/LOCATION WHERE A SMALL PLANE OR HELICOPTER CAN LAND.

Address	Contact No.
Palakkad	
Govt. Victoria Collage Ground, Govt. Victoria College, Palakkad – 678001, E-mail: victoriapkd@gmail.com Web: www.victoriacollege.in	Tel: 0491 257 6773
Railway Colony Ground ,Hemebika Nagar, Railway Colony OLavakode ,Palakkad- 678009	Tel:- 0491 2555427 Rly- 62430
Kozikode	
Calicut International Airport, Calicut Airport P.O, Padinharathara, Malappuram district, Karipur, Kerala 673647	Tel: 0483 271 9491
Kannur	
Kannur Police Maidan, Talap, Kannur- 670001	Tel: 0497 2763332
Kannur International Airport, Mattanur , Kannur - Mattannur Rd, Anjarakandy, 670702	Tel: 0490 2481000
Mangalore	
Mangalore International Airport Kudla, Bajpe, Kenjar, Karnataka 574142	Tel: 0824 222 0422

42.19 DETAILS OF SKILLED DIVERS WITH THEIR NAME AND CONTACT DETAILS.

Sl. No.	Name	Address	Contact No.
1.	Gopan. T.G.	Therunlparambil (H), Pizhala (P.O), Ernakulam – 683 027	9497276490
2.	Sumesh. V.M.	Valiyaparambil (H), Pizhala (P.O), Kadamokudy, Chittur, Ernakulam 682 027	9567414531
3.	Viraj Vijayan	Poovathikal (H), Vallachira (P.O), Thrissur – 680 563	9947988833
4.	Sujith Ravi	Therunlparambil (H), Pizhala (P.O), Kadamokudy Chittur, Ernakulam – 682 027	9656474953

5.	Nitheesh. D.O.	Devasom Parambil (H),Pizhala (P.O), Ernakulam – 682 027	9947988805
6.	Akhil. P.S.	Aniyankunju (Father), Pulikkasseril, Nadavilemury, Thalavady (P.O)	9656244853 8075060057
7.	Chichu Baiju	Moorthan, Vilakkam, Korkkara, Kaikkara (P.O), Anchuthengu (Village),Chittoor, Cherunniyoor,Thiruvananthapuram ,695307	8129418053
8.	Varun	Naduparambil (H),Pizhala (P.O.), Ernakulam – 682 027	9539936899
9.	Rahul Raj	Panakkaparambil (H),Pizhala (P.O), ERS- 682 027	8943560190
10.	Alias M. George	Mudavankuzhuyil,Onakkoor (P.O), Pampakuda – 686 667	9947990482
11.	Dinto Davis	Edassery (H),Paduvapuram (P.O), Marangadam 683 572	9539588185
12.	Eaiju George	Vettath (H),Kannara (P.O), Mavukkal, TCR	9961725141
13.	Jayesh	Naduparambil,Pizhala (P.O), Ernakulam – 682027	9947164532

42.20 DETAILS OF FORENSIC PERSONAL

Chemical examiner to Govt./Thiruvanthapuram	0471-2461568
Regional Chemical Examiners/ Kochi	0484-2422569
Regional Chemical Laboratory/Kozhikode	0495-2355551
Regional Public health Lab./Kozhikode	0495-2767510
Metropolis Medical Laboratory/Kannur	0497-2713048
Regional Forensic science Laboratory/Kannur	9497975926
Forensic lab/Mangaluru	0824 2220564

42.21 DETAILS OF PARA MILITARY ESTABLISHMENTS.

CRPF/Pallipram	0471-2752617
CISF/Cochin	0484-2426217
CISF/MRPL/Mangalure	0824-2882193
Indian coast Guard/Cochin	0484-2218300, 2218321,2217164

42.22 LIST OF GOVERNMENT AND PRIVATE HELICOPTER SERVICE PROVIDERS/THEIR CONTACT NUMBERS.

1. HaloAirways/Ernakulam - 09895033950

42.23 CONTACT DETAILS OF ST. JOHN AMBULANCE SERVICE.

1.	Dr. Biju Ramesh	Chairman	9447077773	corporate@rajadhanimail.com web: www.sja.org.in
4.	Sri. K.R. Raj	State General Secretary	9446045249	
6.	Sri. R. Surendranath	State Treasurer	9447412449	
5.	Sri. Umesh Pochappan	Disaster Management In-charge, Kerala State	9447283039 8848176537	uu_pochappan@rediffmail.com , pochappanpublic charitabletrust@rediffmail.com
7.	Sri. E.K. Sugathan	State Chief Co-ordinator	9207277773	

42.24 TELEPHONE NUMBERS OF MEDIA

Name of news paper	Phone Nos.
CBE	
Dina Thanthi	0422-2215545,9841749138
PGT	
Mathrubhumi	9946646004
Press Club	0491-2500005
Press: PTI	0491-2576800,9447442536
Malayala Manorama	0491-2538807-10
Asianet	0491-2546810,9847067207
MM news	9895776108
ACV	0491-3296668, 2547347
Amritha Channel	9947033540, 9847789746
The New Indian Express	0491-2504612, 9447025025
The Hindu	0491-2545870, 8547864630
POY	
Daily Thanthi	9841749152
Dooradarshan	9443236462

Dinakaran	9488901777
Dinamalar	9952409304, 9865395956
Dinamani	8903444119
The Hindu	9894221197, 98894221199
The New Indian Express	8870066676, 9845450347
Sun T.V	9444416764
Puthiya Thala Murai T.V.	9677635212
CLT	
Press: PTI	0495-2770200
Malayala Manorama	0495-2766305
Mathrubhoomi	0495-2366655
All India Radio	0495-2366027
Asianet	9847036674
The Hindu	0495-2762201-04
CAN	
Malayala Manorama	0497-2704774,2704775
Mathrubhoomi	0497-2825100
PAY	
Malayala Manorama	04985-202982
Desabhimani	04985-204953
KANHAGAD	
Malayala Manorama	0467-2204357
Mathrubhoomi	0467-2202077
Desabhimani	0467-2207517
Surya Channel	9895131313
KGQ	
Malayala Manorama	04994-230266
Mathrubhoomi	04994-227598,230298
Desabhimani	04994-230335
Dooradarshan	04994-230811
Press Club	04994-230147
MAQ	
Mathrubhoomi	0824-2440702
Kannada Prabha	0824-2492600
Prajavani	0824-2218334,2215852
Akshavani	0824-2211382
Press Club	0824-2450111

42.25 RAILWAY VEHICLES, DRIVERS & CONTROLLING OFFICERS.

Sl. No	Officer	Vehicle No.	Vehicle Type	Name of the Driver	Contact No.
1	DRM	KL- 9- AS-3210	Maruti Ciaz	Sri.Givi Prakash Markose	9746627139
				Sri.Anadakrishnan	9847501072
2	ADRM/I	Contract vehicle		Sri. Shebin Abdulla	9633132939
3	ADRM/II	Contract vehicle		Sri. Jobi	9961980999
4	CMS	KL-9- 928	Maruti Omni	Sri. Mohammed Sherif	9496943874
5	Sr.DSO	Contract vehicle		Sri. Sajith	9745510477
6	Sr.DME	Contract vehicle		Sri. Sajith	9745510477
7	DEnHM	Contract vehicle		Sri.M.R.Binesh	9497237121
8	Sr.DOM	KL-9-AC- 2753	Mahindra Scorpio	Sri. Kuttan	7736788814
9	Sr.DEN/Co	KL-9-X- 9855	Bolero	Sri.Nandan	9447835073
10	Sr.DEN/W	KL- 9 -Y -4931	Maruthi Omni	Sri.V.A.Krishnan	9745882926
11	Sr.DPO	Contract vehicl		Sri. Sajith	9745510477
12	DEN/E	Contract vehicle		Sri.P.K.Abdulla	9633132939
13	ADEN/Bridge	Contract vehicle		Sri. Anoop	9656910968
14	ADEN/CTR	Contract vehicle		Sri. Jayakrishnan	9656910968
15	Sr.DFM	KL- 9-V- 5336	Bolero	Sri.K.S.Shahul Hameed	9495761591
16	Sr.DCM	Contract Vehicle		Sri. T. Rajan	9656350203
17	Sr.DEE/TRD	KL- 9- 5320	Toyota Qualis		
18	Sr.DSTE	Contract vehicle		Sri. Sajith	9745510477
19	Sr.DEE/OP	Contract vehicle		Sri. P.K.Abdulla	9633132939
20	DSC	KL- 9- AW 1009	Ertiga	Sri.P.Satheesh	9894747171
21	DEE/G	KL-09-W-1475	Mahindra Bolero	Sri. Kajahussain	9746763302

42.26 CONTACT NUMBER OF TRD SUPERVISORS AND TOWER WAGON DRIVERS

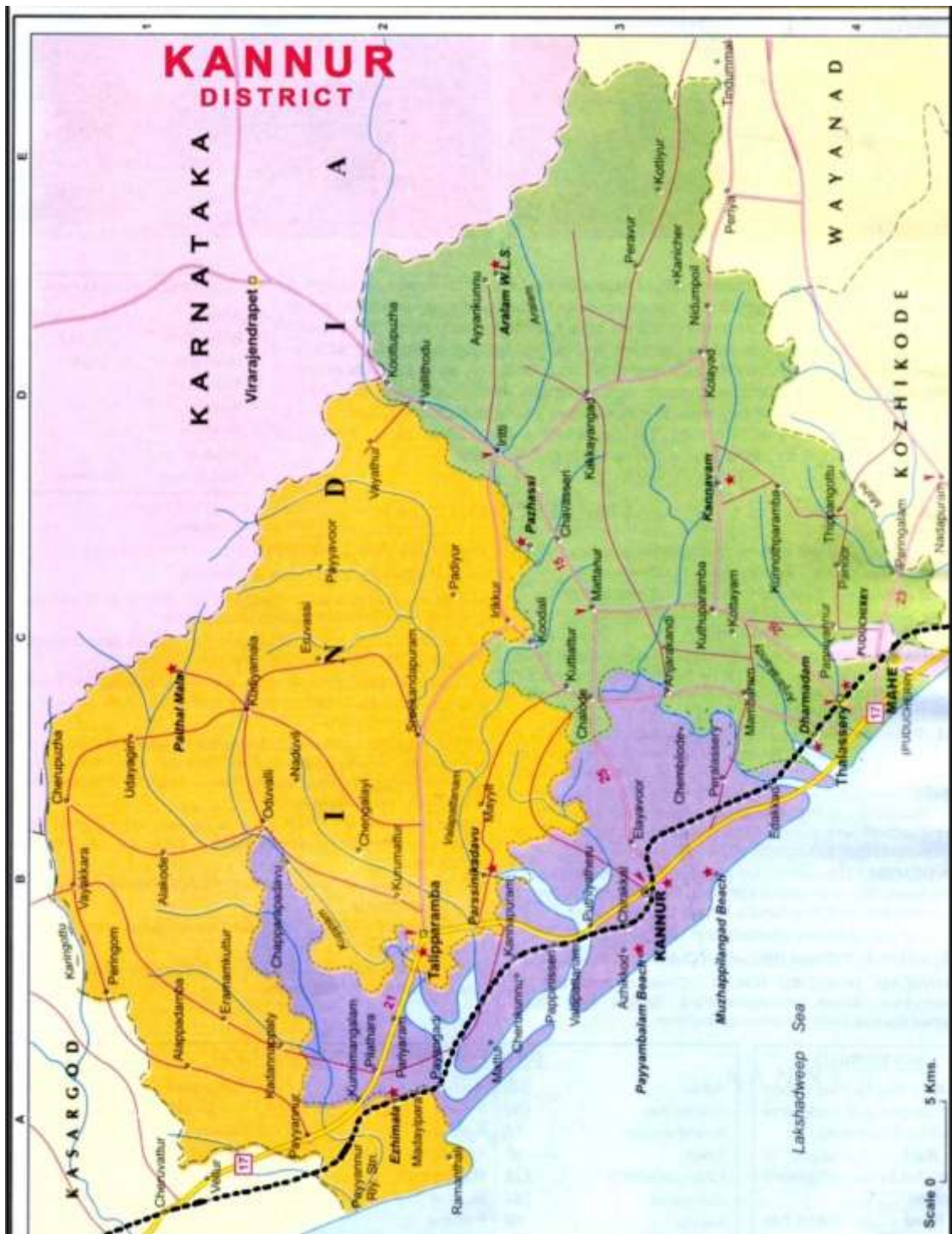
Sl. No.	Designation	Contact Number	
		CUG	Railway
01	CTA/TRD - I	9746763321	62370
02	CTA/TRD - II	7994888073	62370
03	CTPC/PGT	9746763322	62350
04	TPC/PGT BOARD I	9746740013	62366
05	TPC/PGT BOARD II	9746760105	62354
06	SSE/OHE/PGT I	9746763324	62353
07	SSE/OHE/PGT II	9746740683	62353
08	SSE/PSI/KJKD	9746743320	62376
09	SSE/OHE/SRR	9746763325	69119
10	SSE/PSI/SRR	9746763326	69118
11	SSE/OHE/TIR	9746760136	64244
12	SSE/PSI/TIR	9746740584	64459
13	SSE/OHE/QLD-I	9746763328	64260
14	SSE/OHE/QLD-II	9746763332	64260
15	JE/PSI/ETR	9746769316	64259
16	SSE/OHE/CS	9746761509	-
17	JE/PSI/CS	9746769249	64658
18	SSE/OHE/CHV	9746763327	64689
19	SSE/PSI/CHV	9746769247	64650
20	SSE/OHE/ULL	9746760120	66336
21	JE/PSI/UAA	9746769208	66337
22	TWD/PGT - I	9746743321	-
23	TWD/PGT - II	9746767632	-
24	TWD/SRR - I	9746768068	-
25	TWD/SRR - II	7994888078	-
26	TWD/TIR	9746768979	-
27	TWD/CS	9746763331	-
28	TWD/QLD	7994888079	-
29	TWD/CHV	9746765637	-



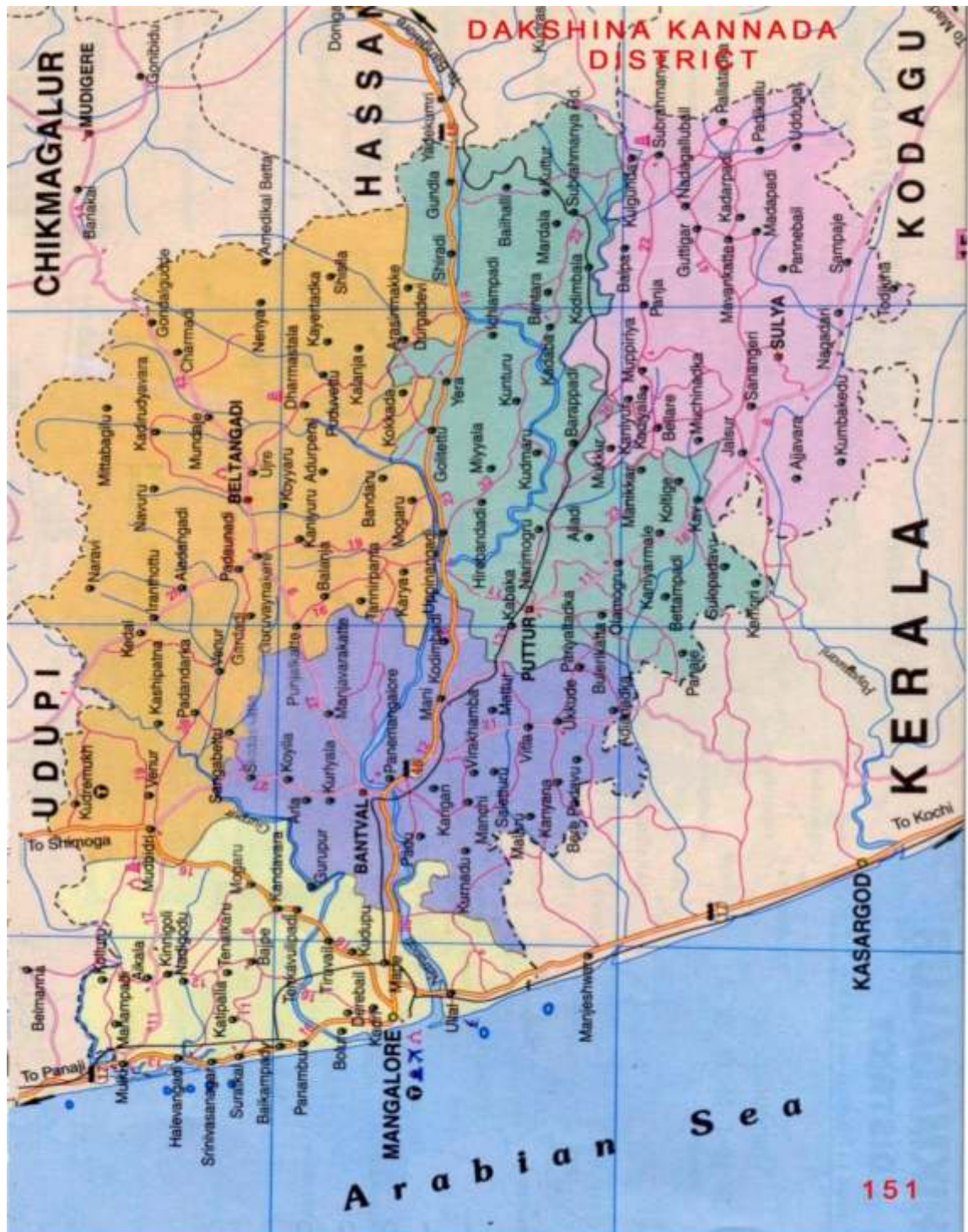


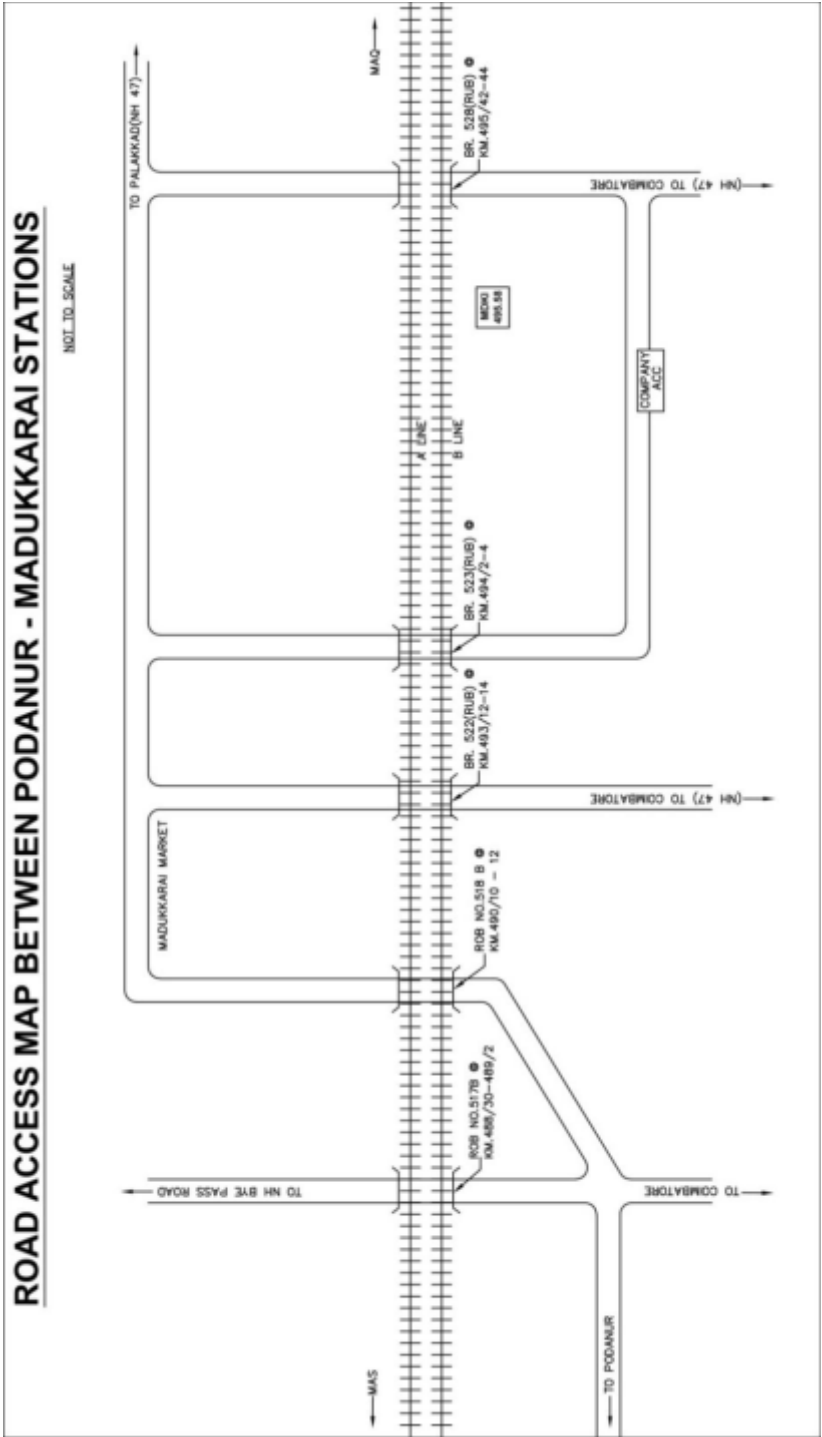


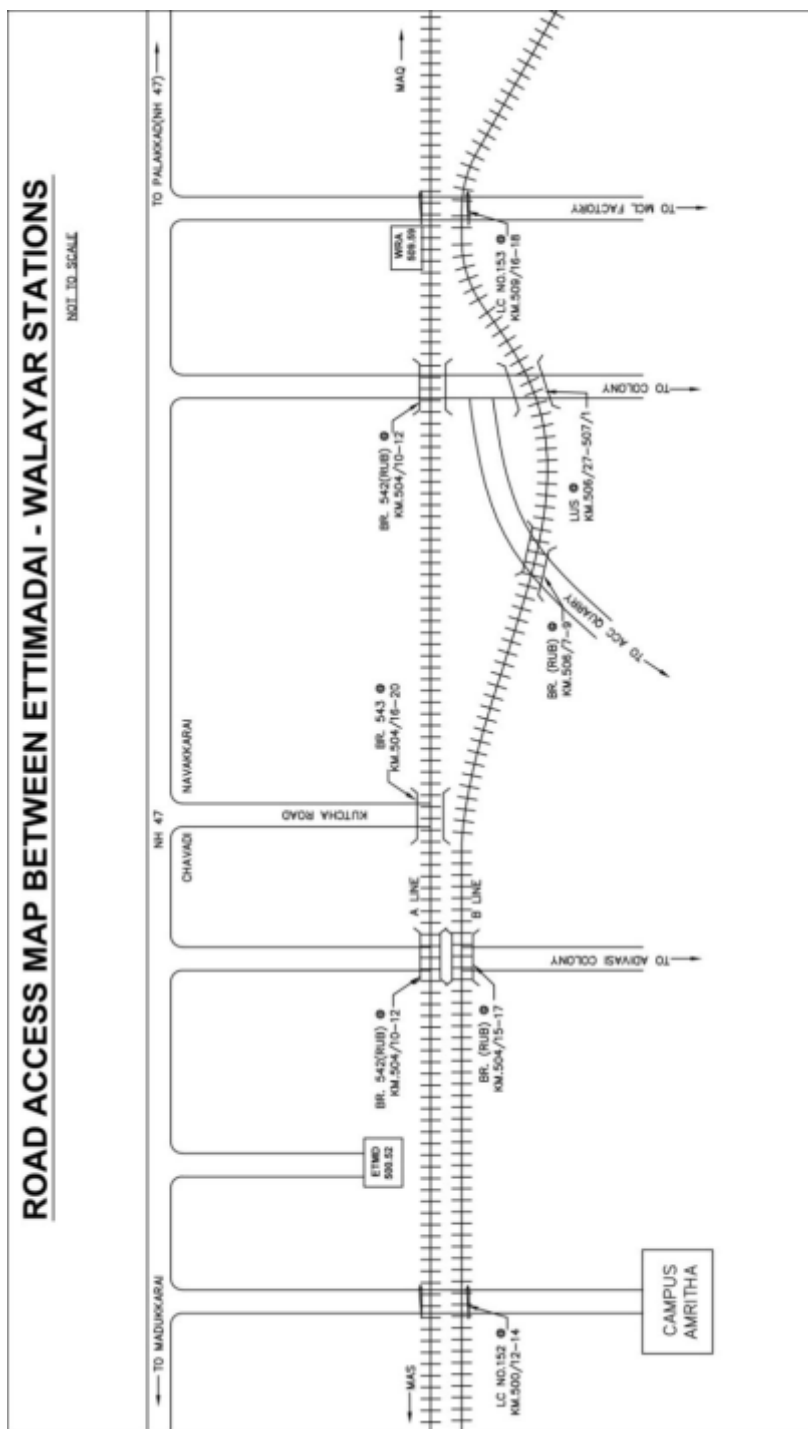


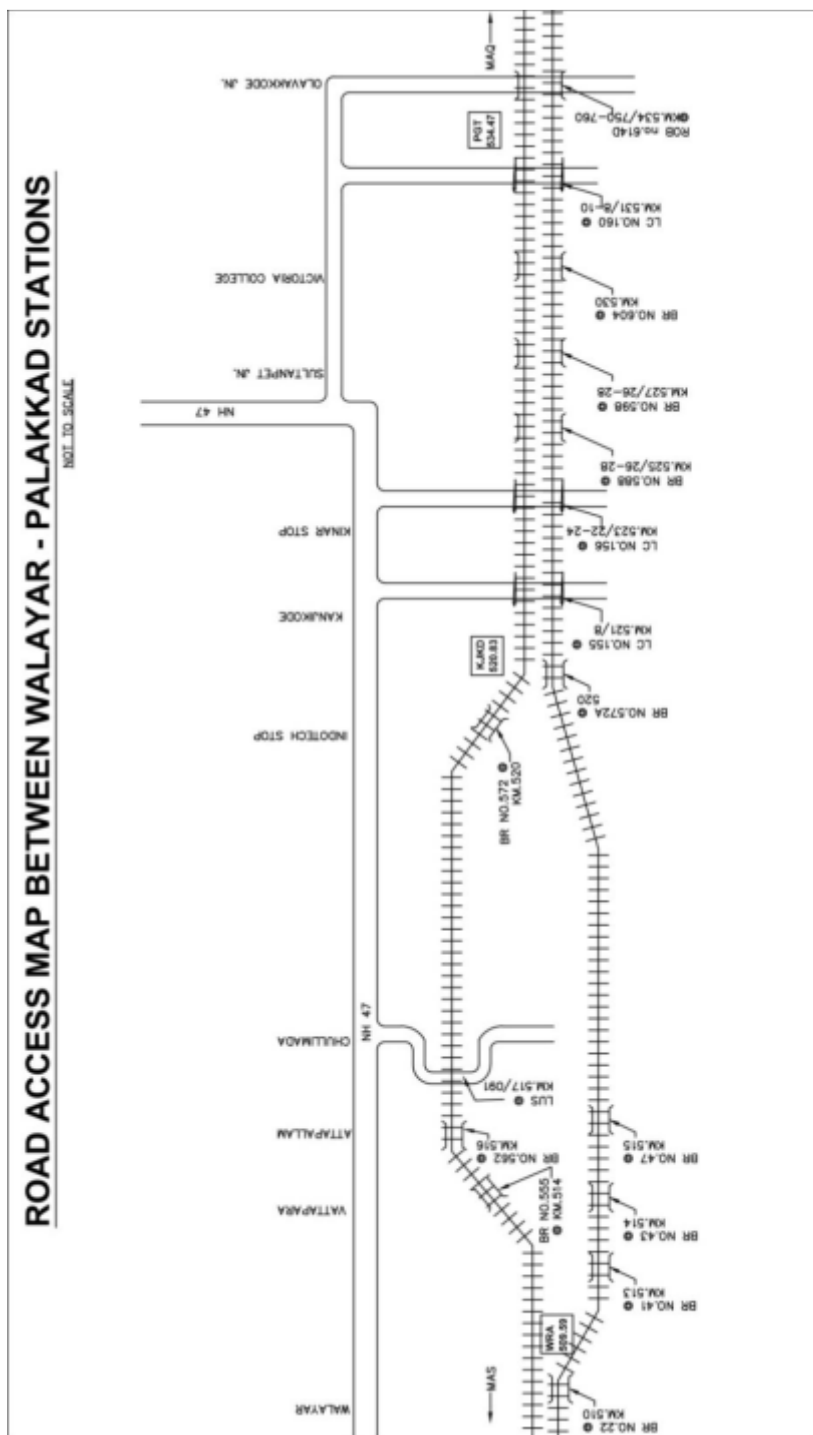






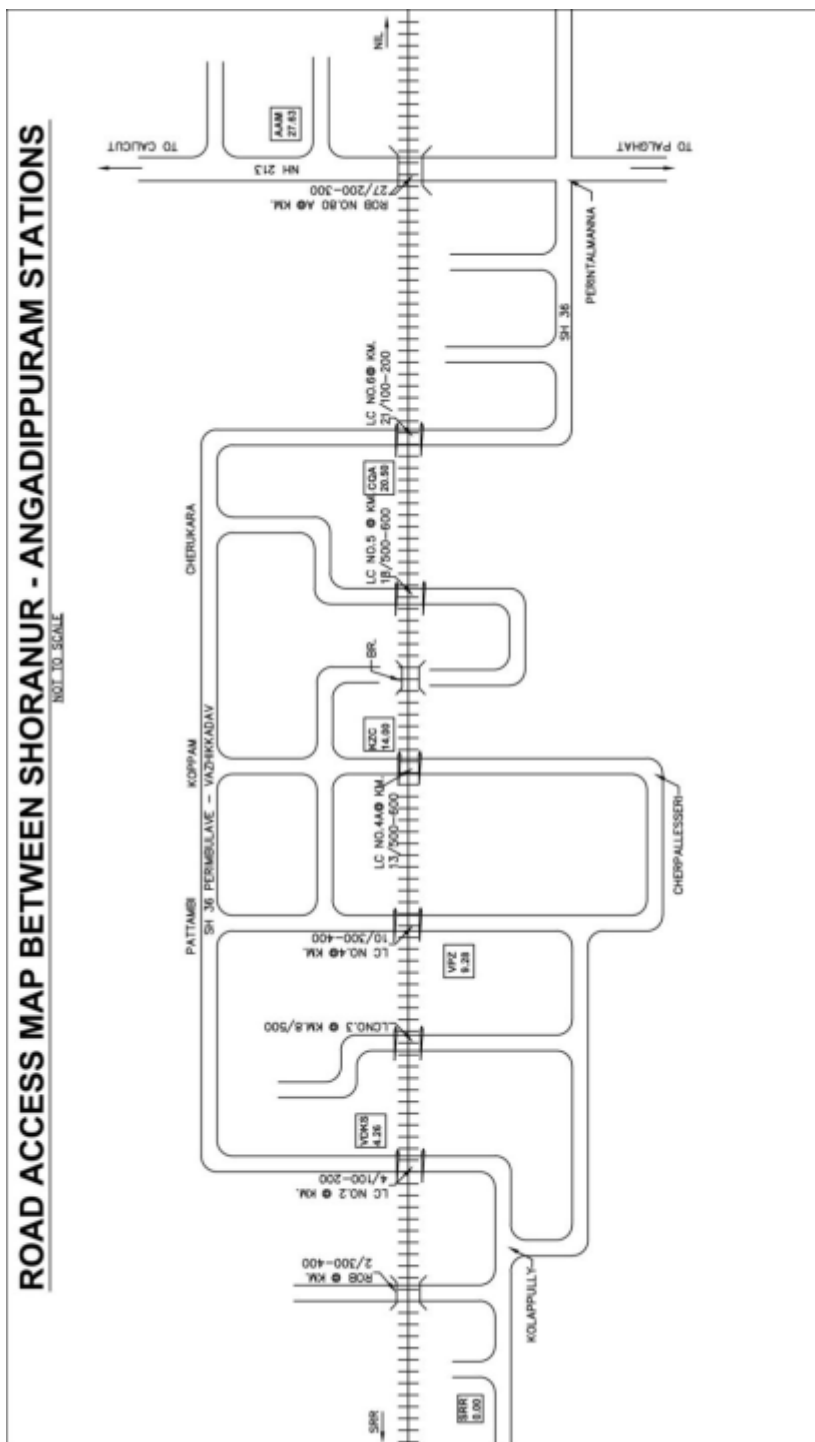


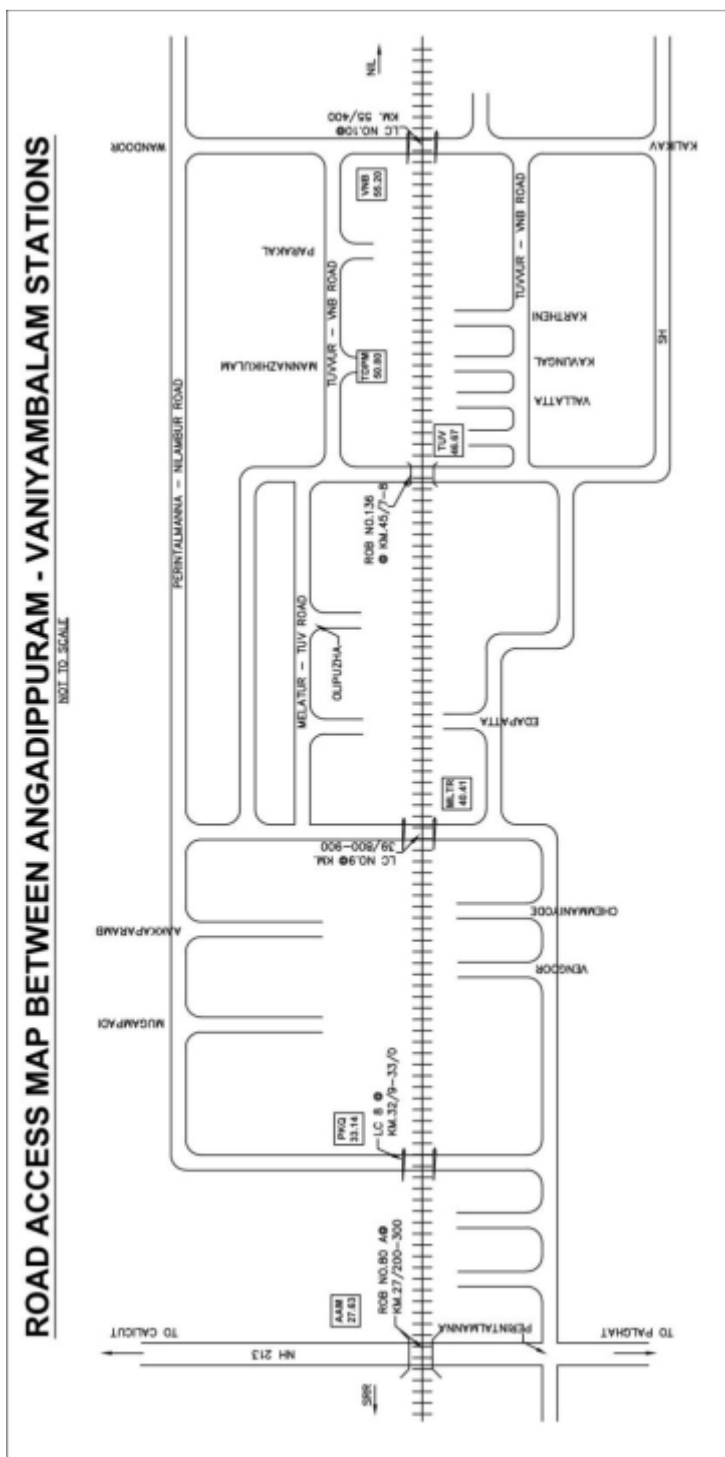


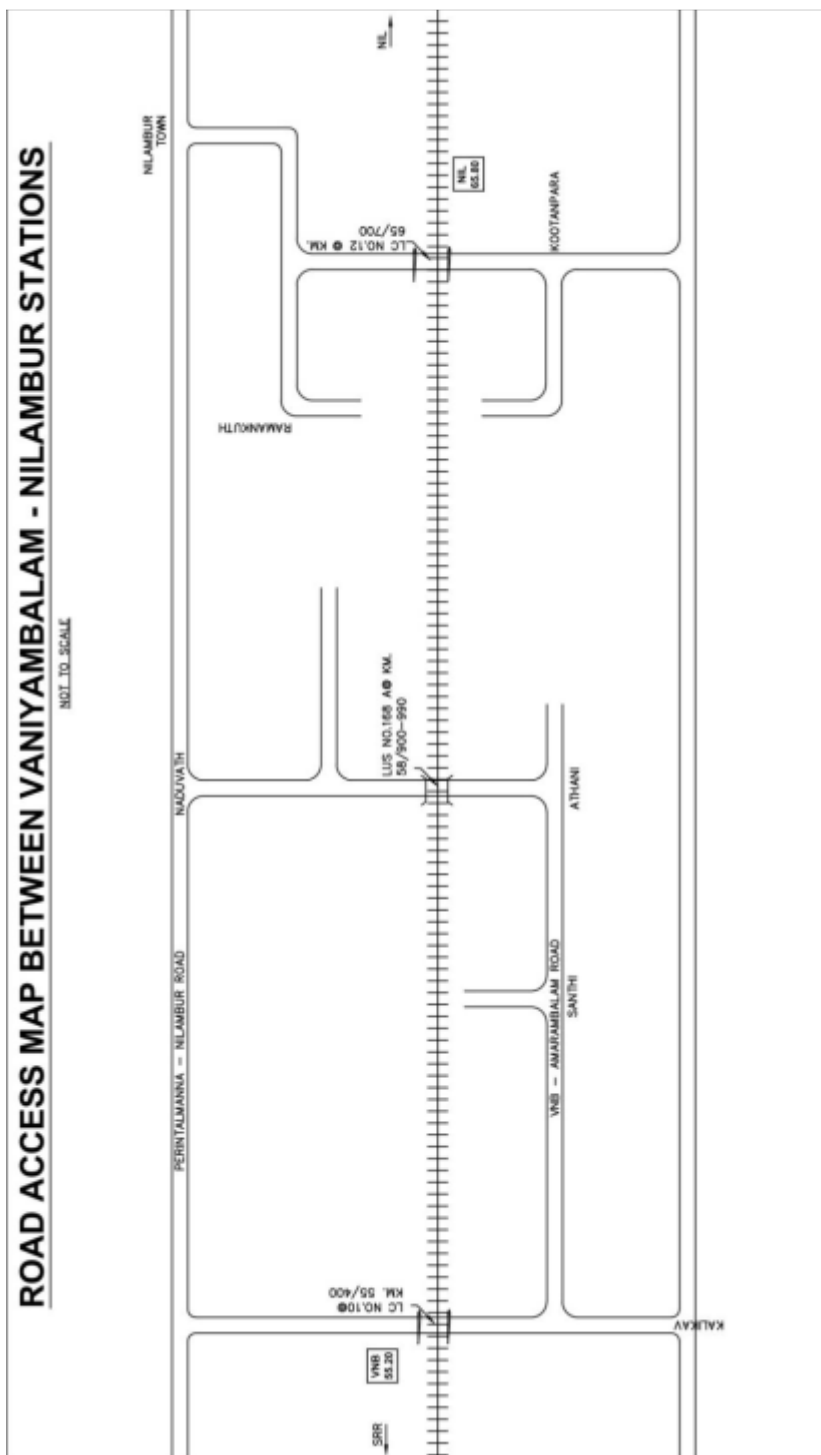


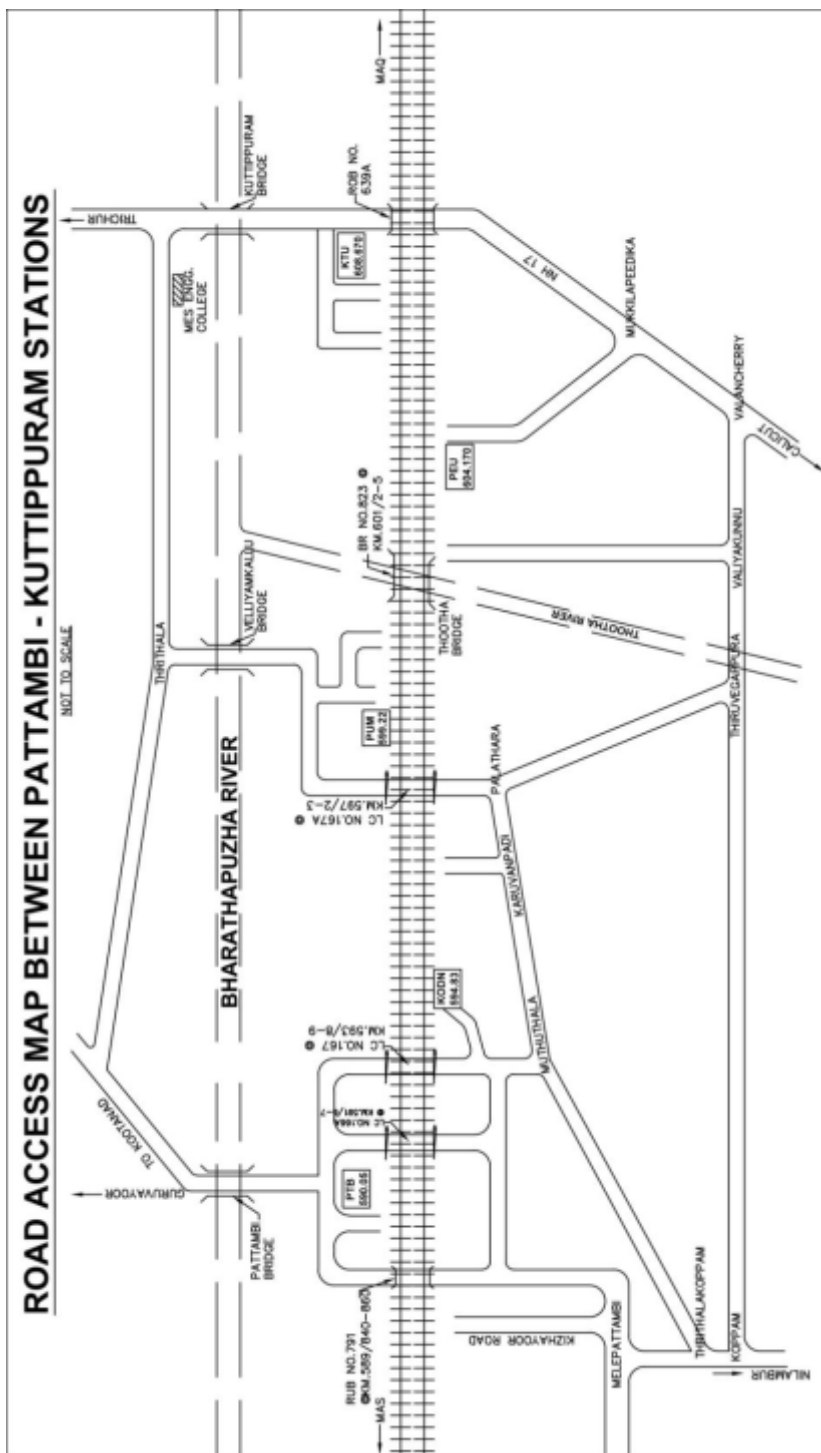






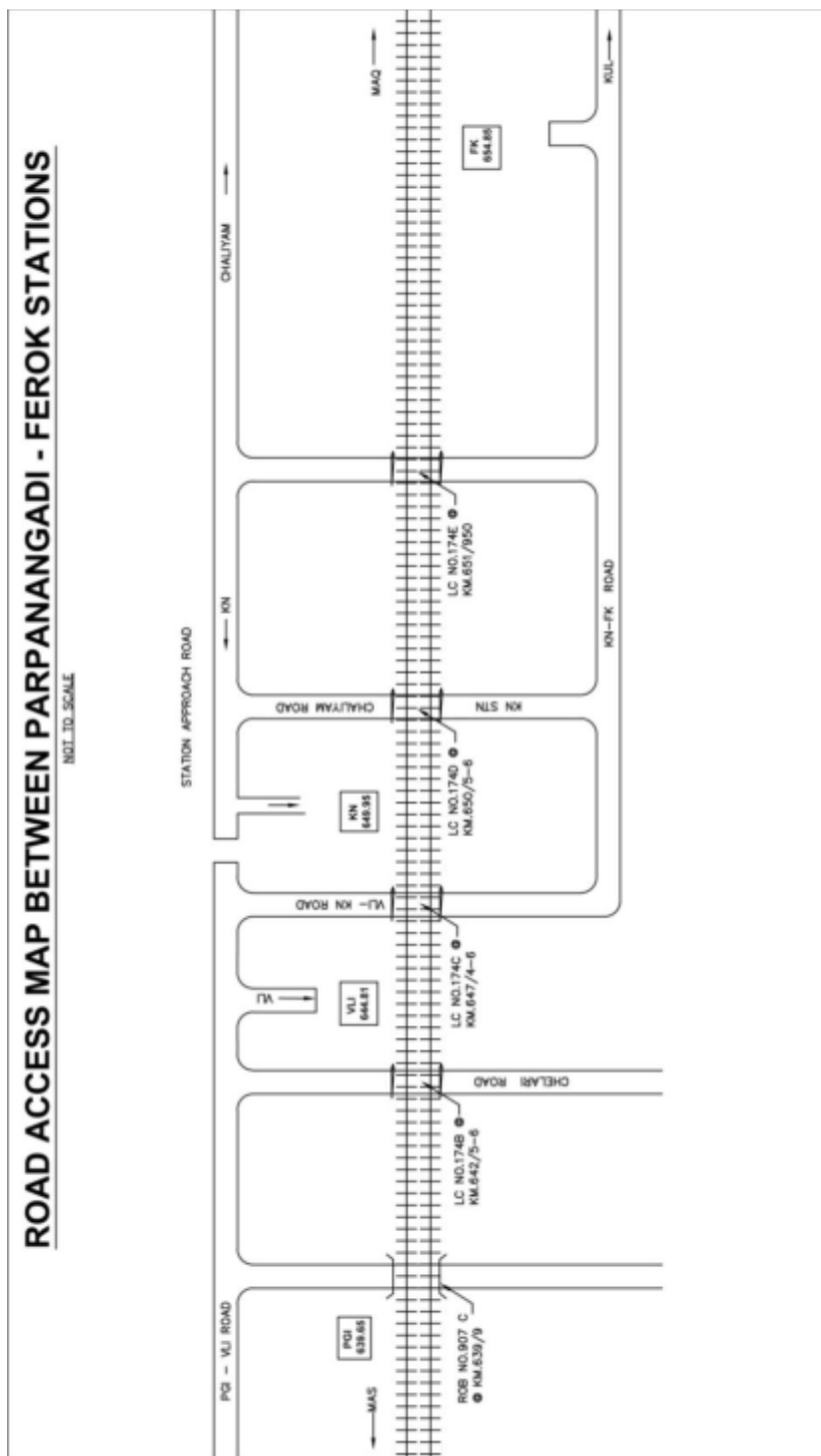






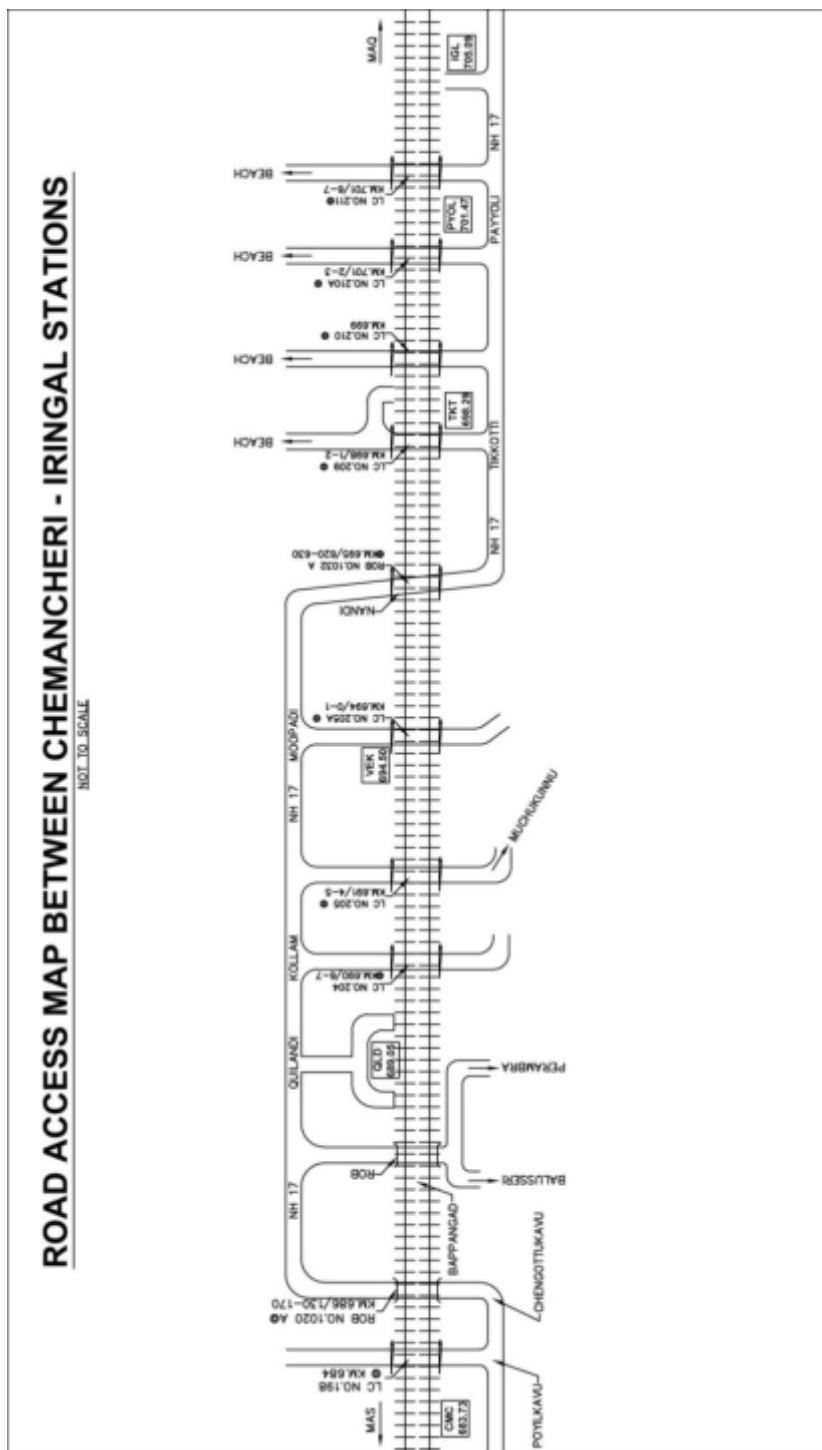








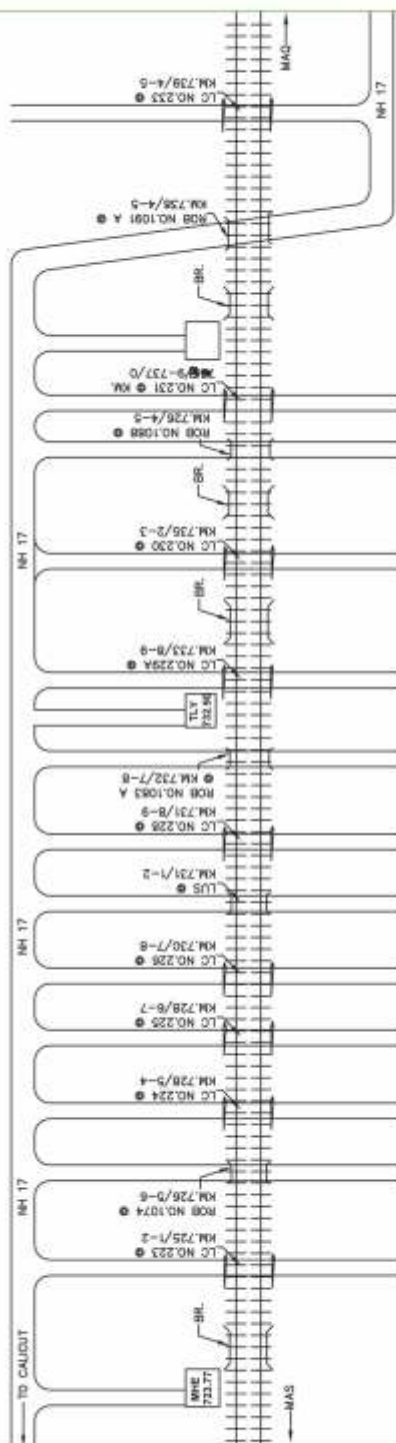


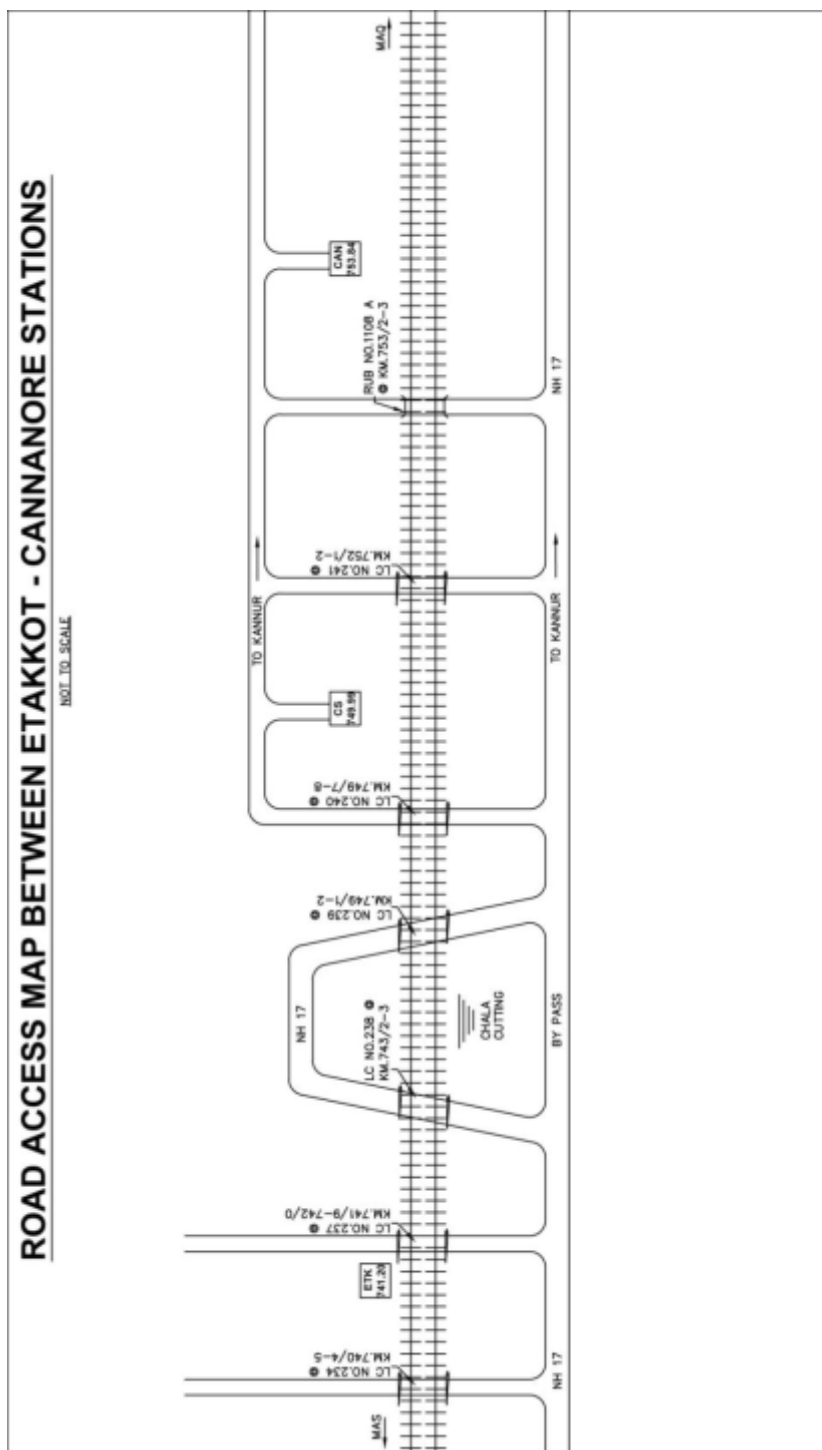


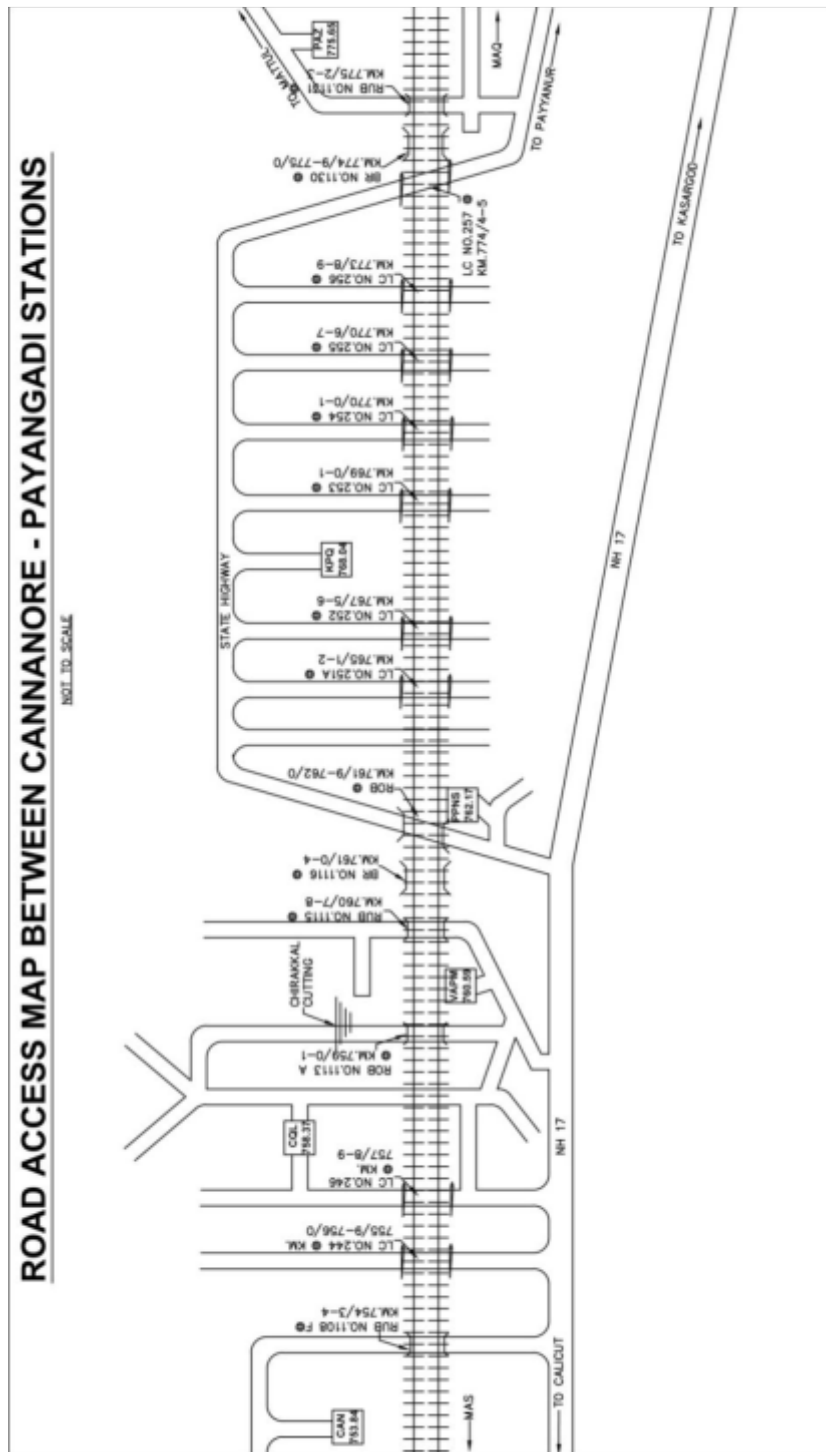


ROAD ACCESS MAP BETWEEN MAHE - DHARMADAM STATIONS

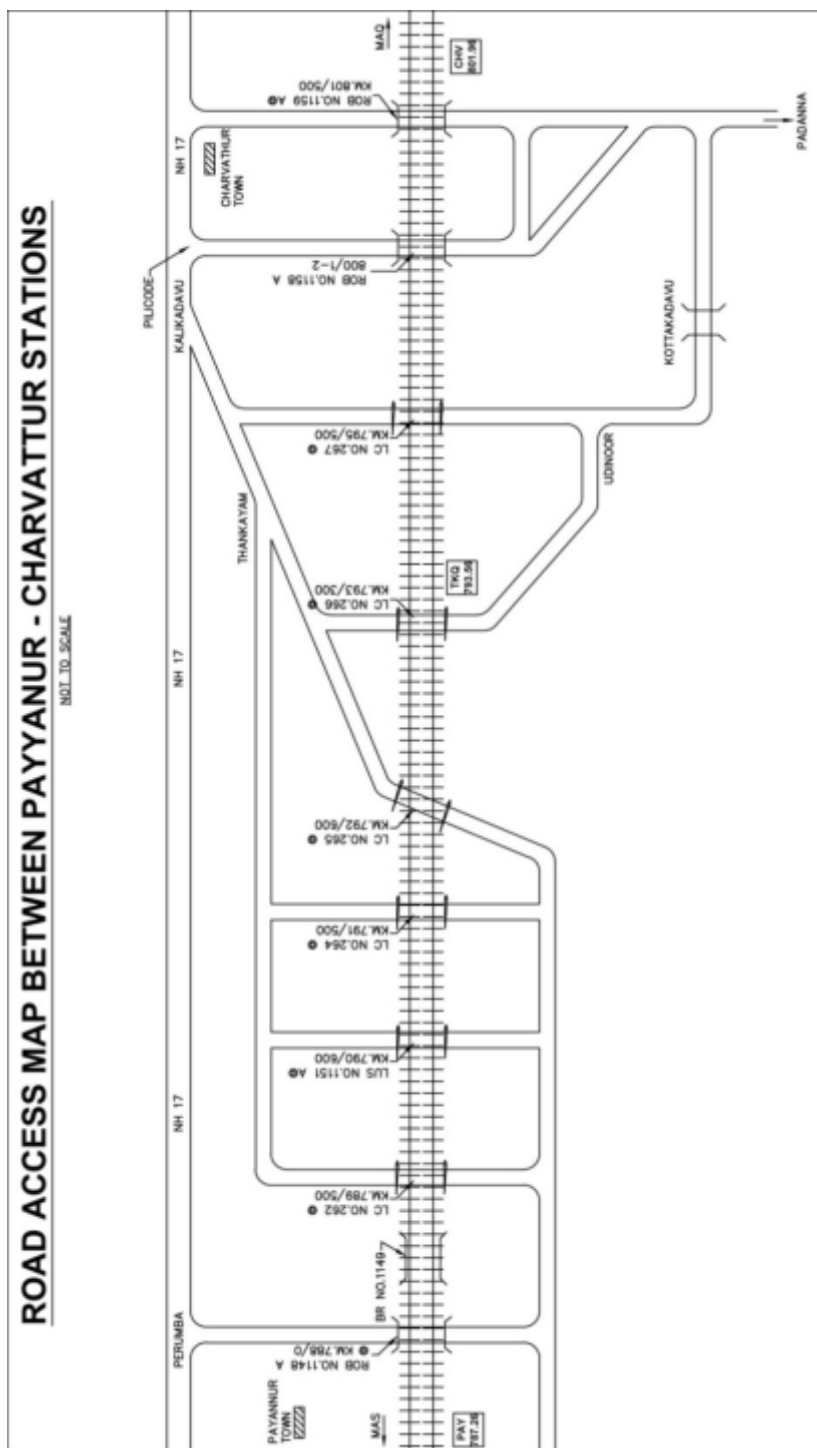
NOT TO SCALE

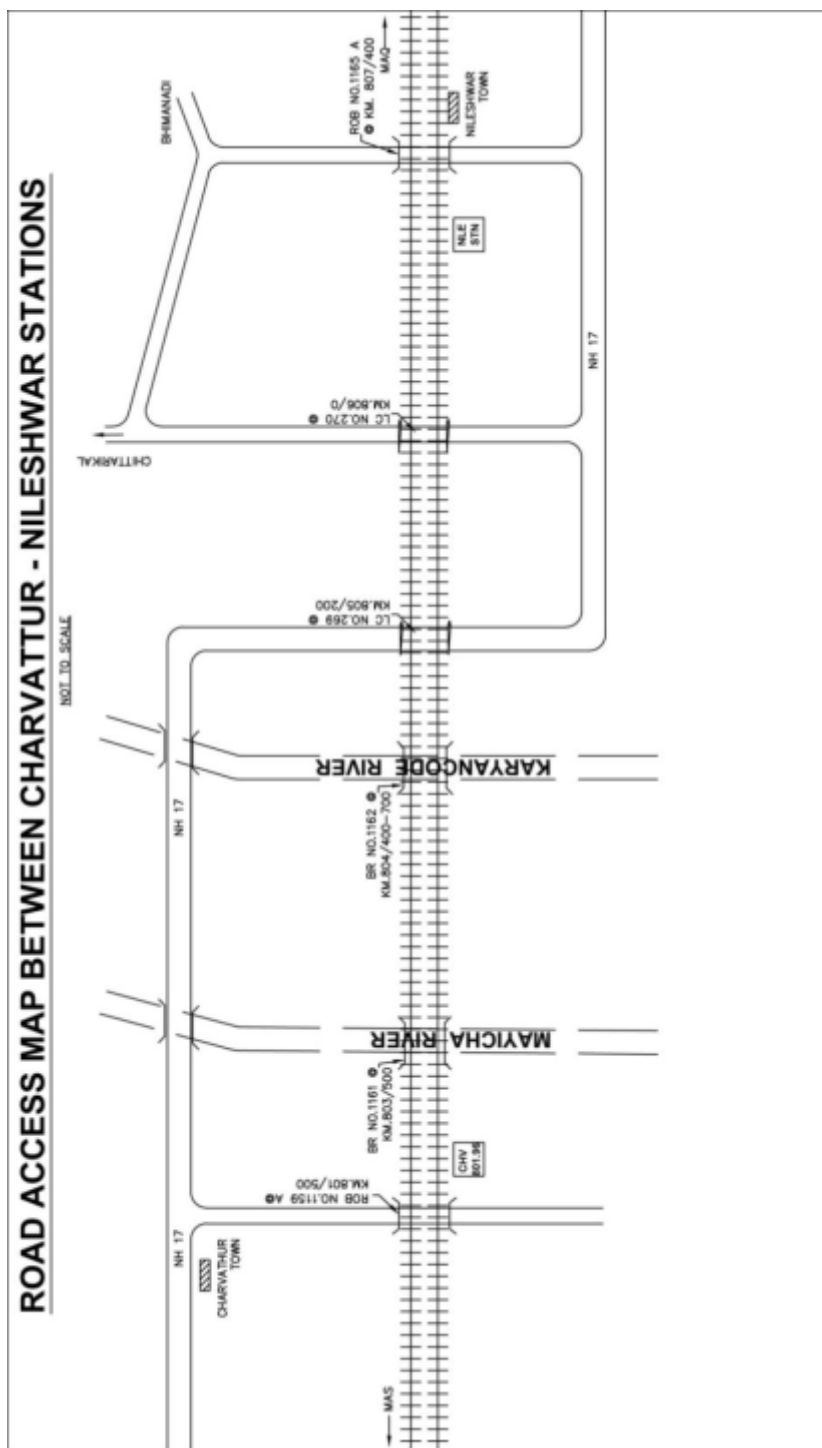


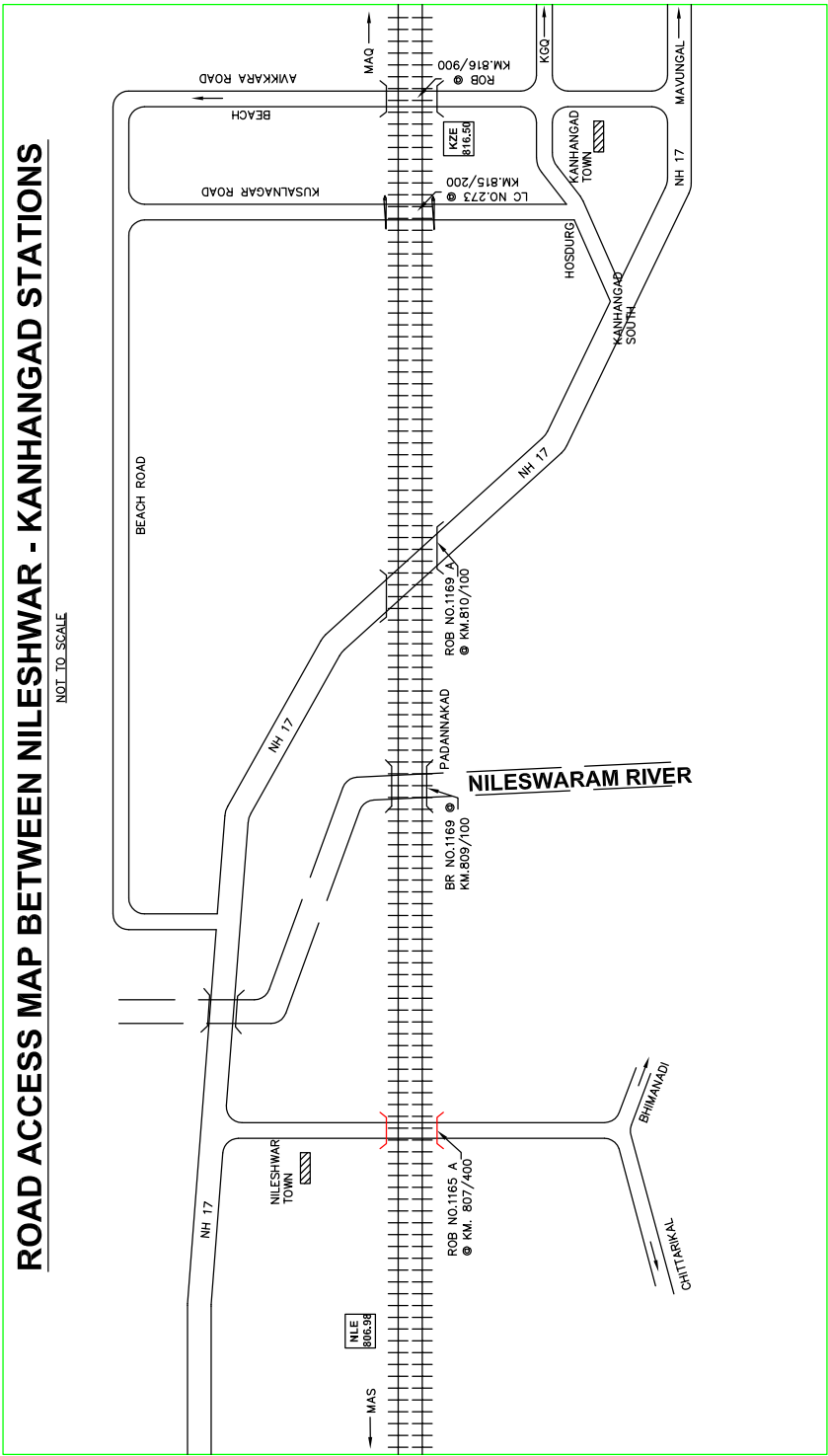


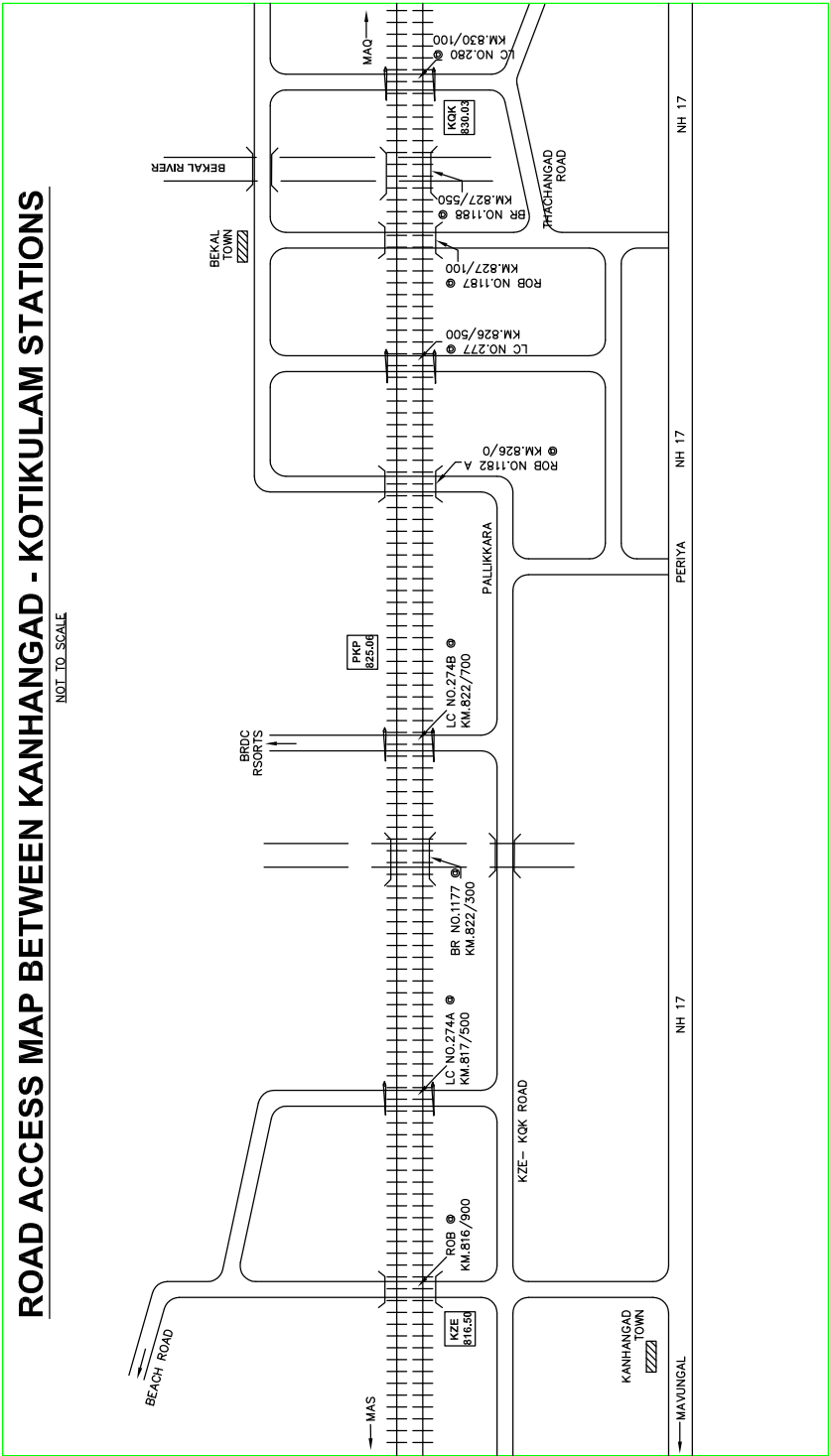


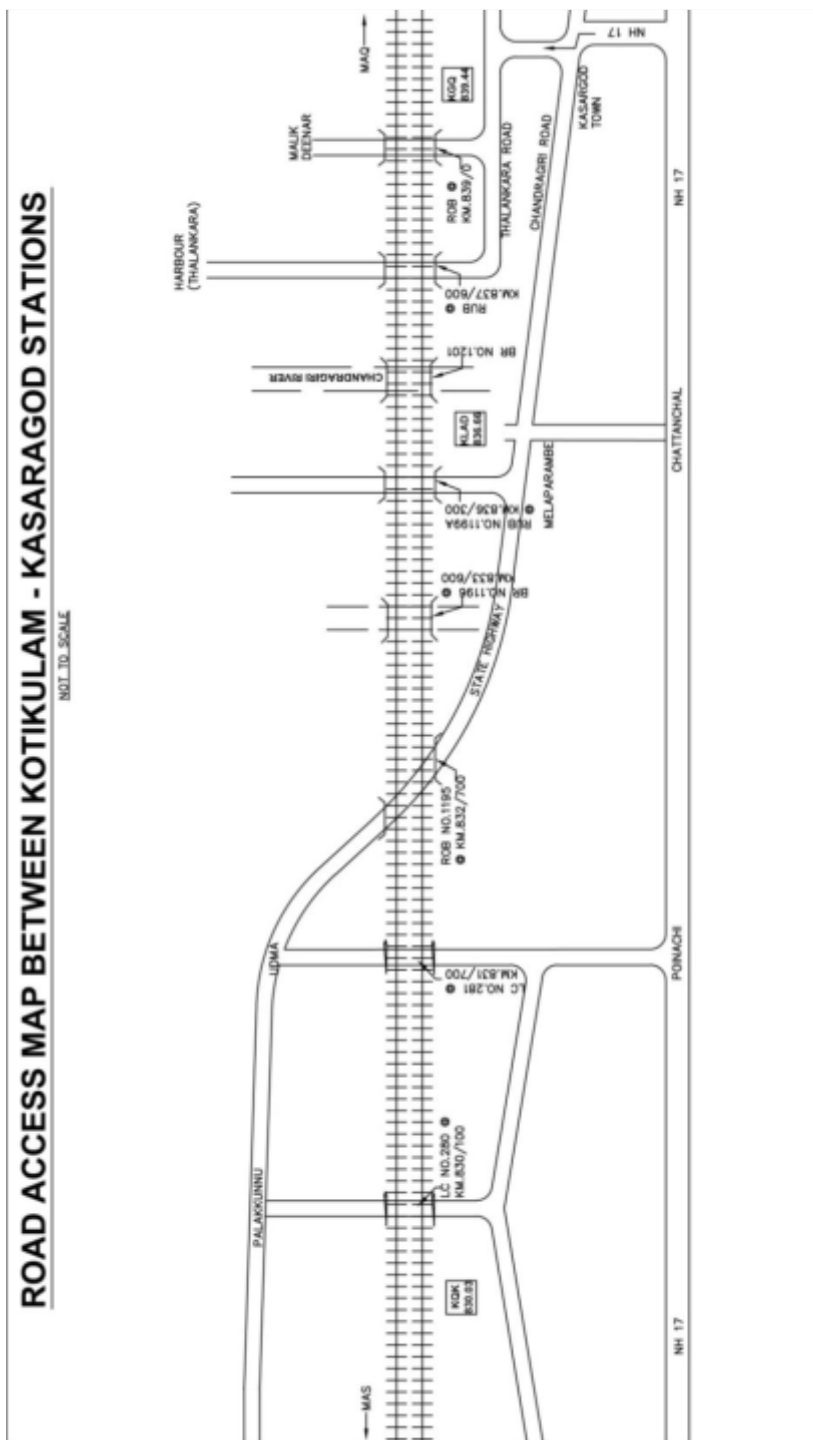


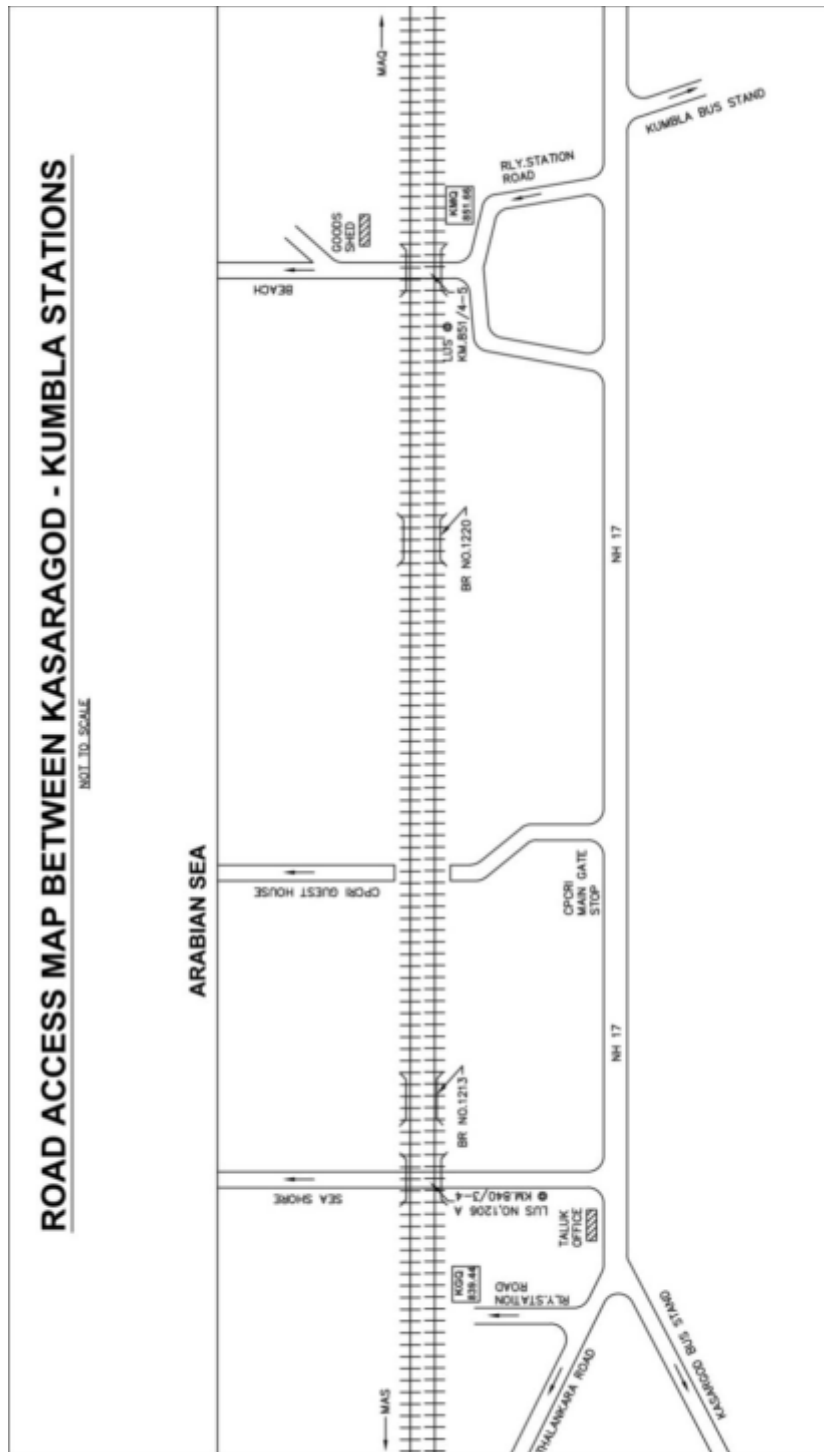


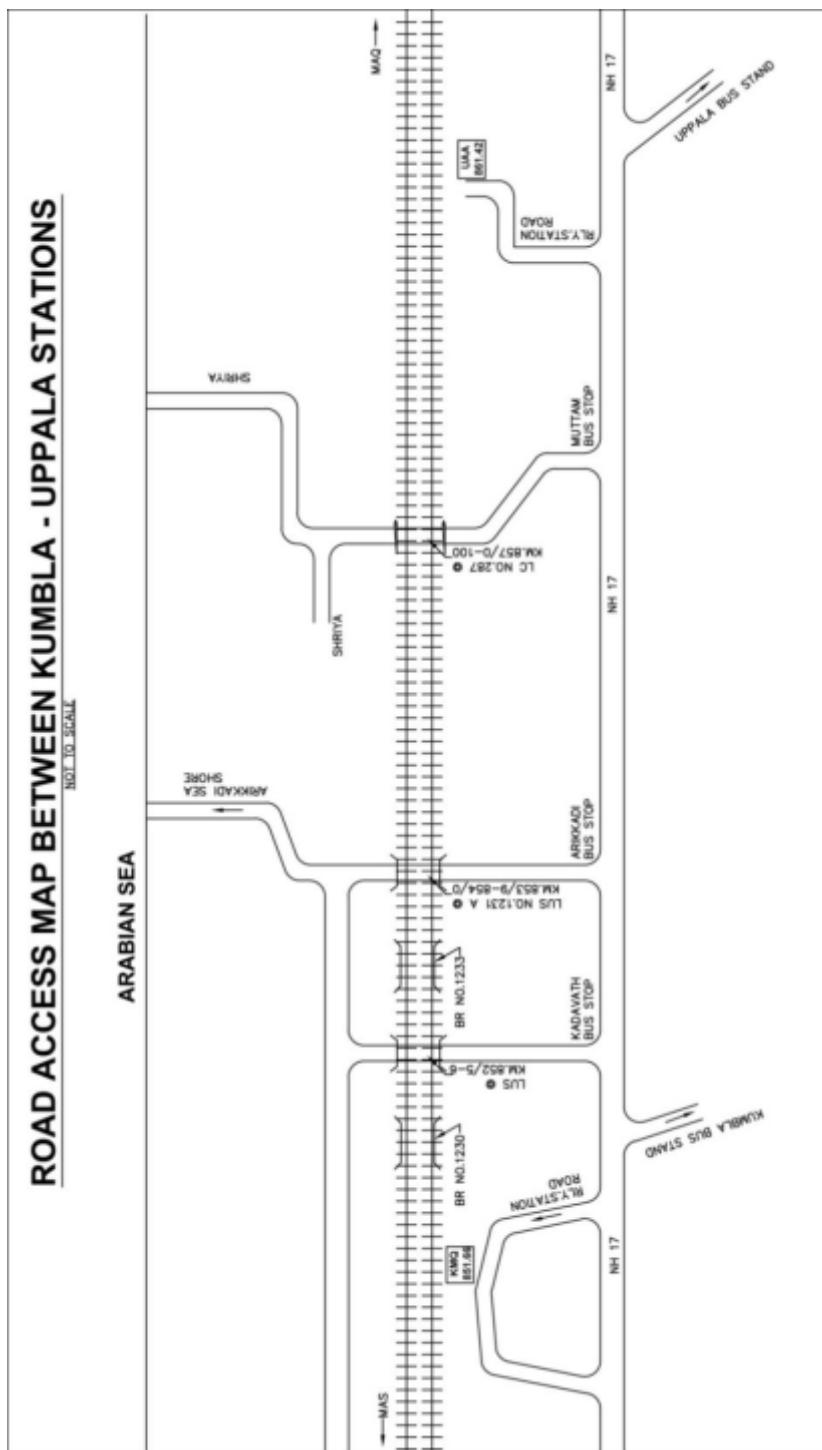


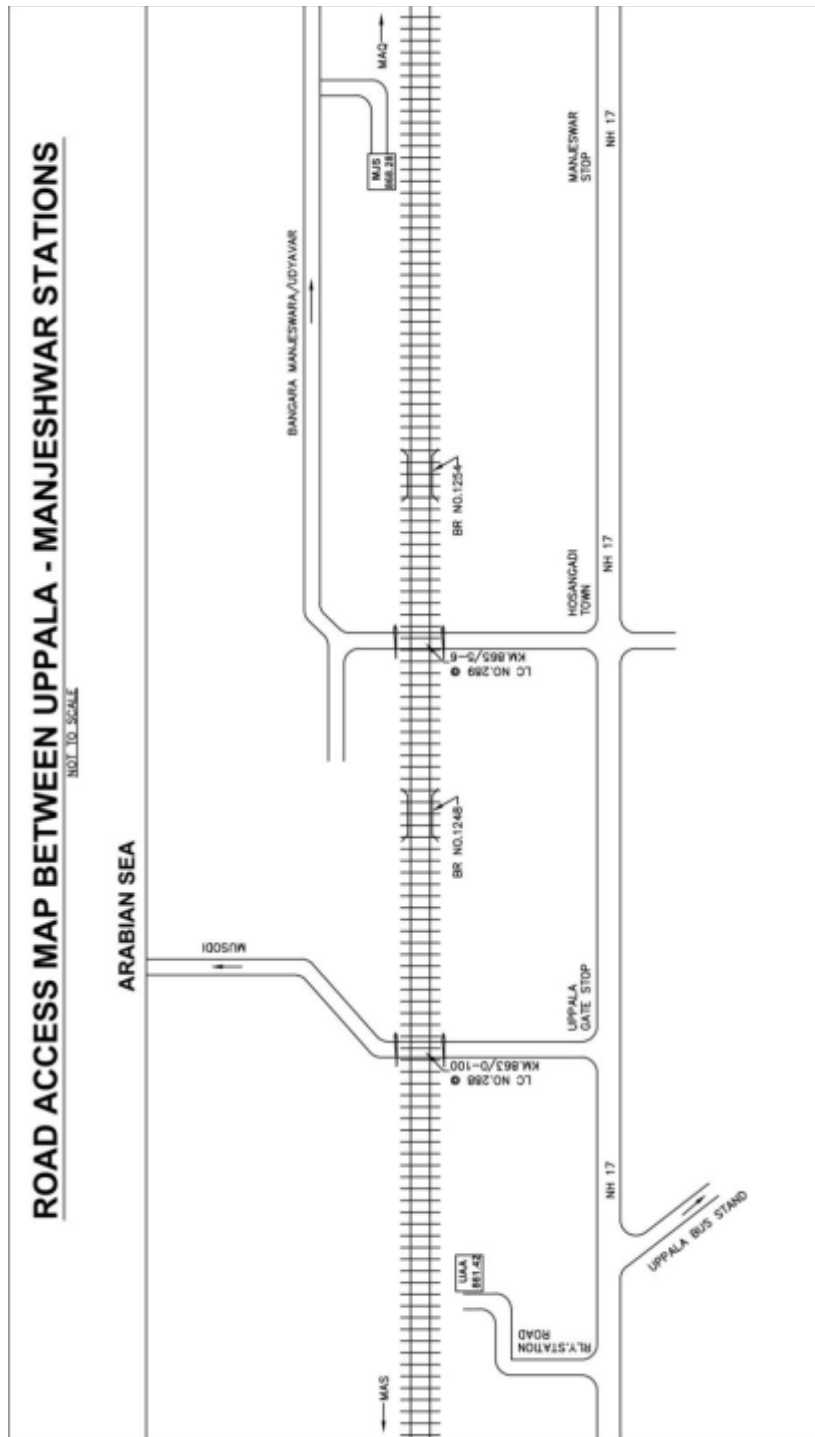


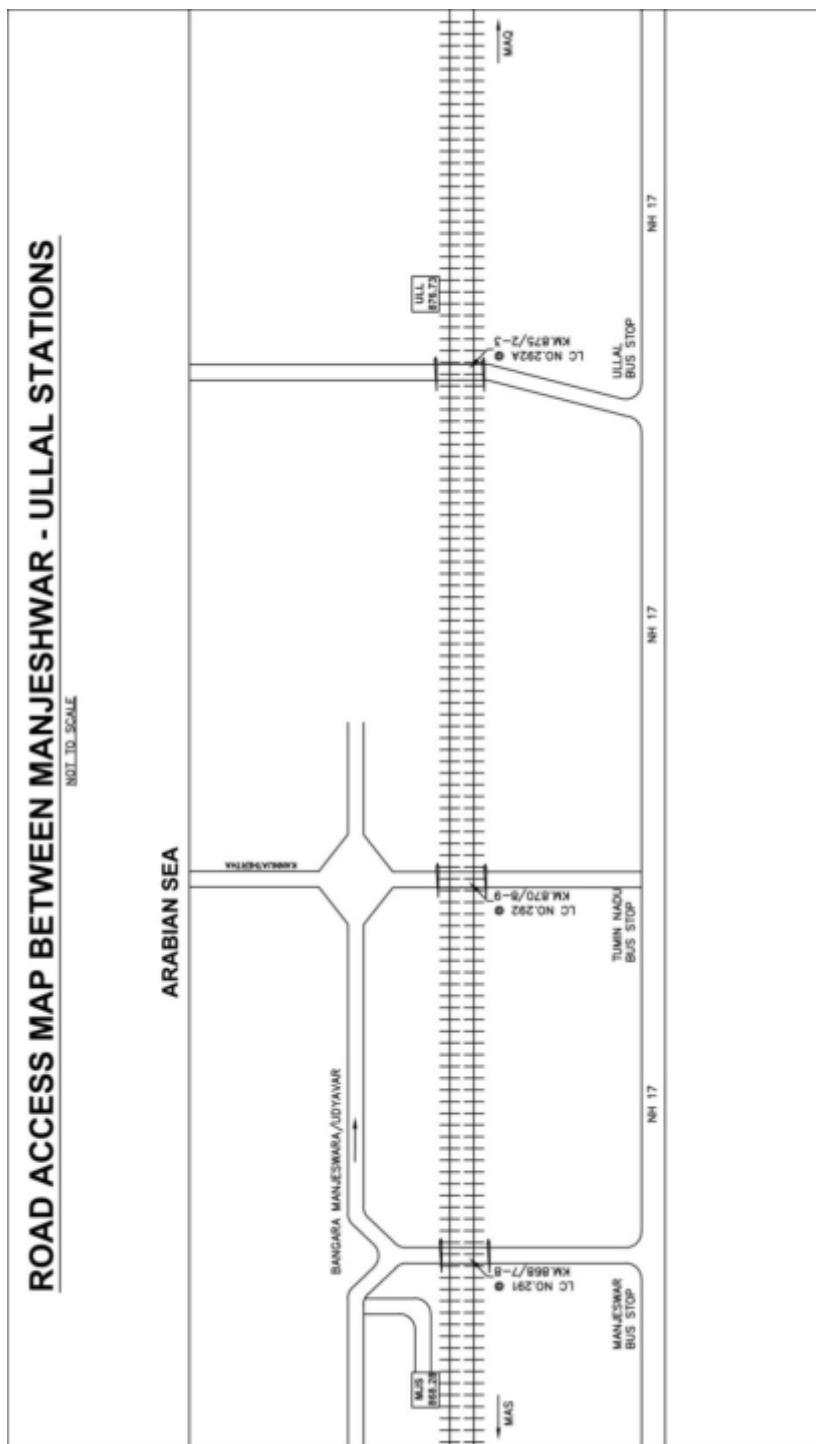


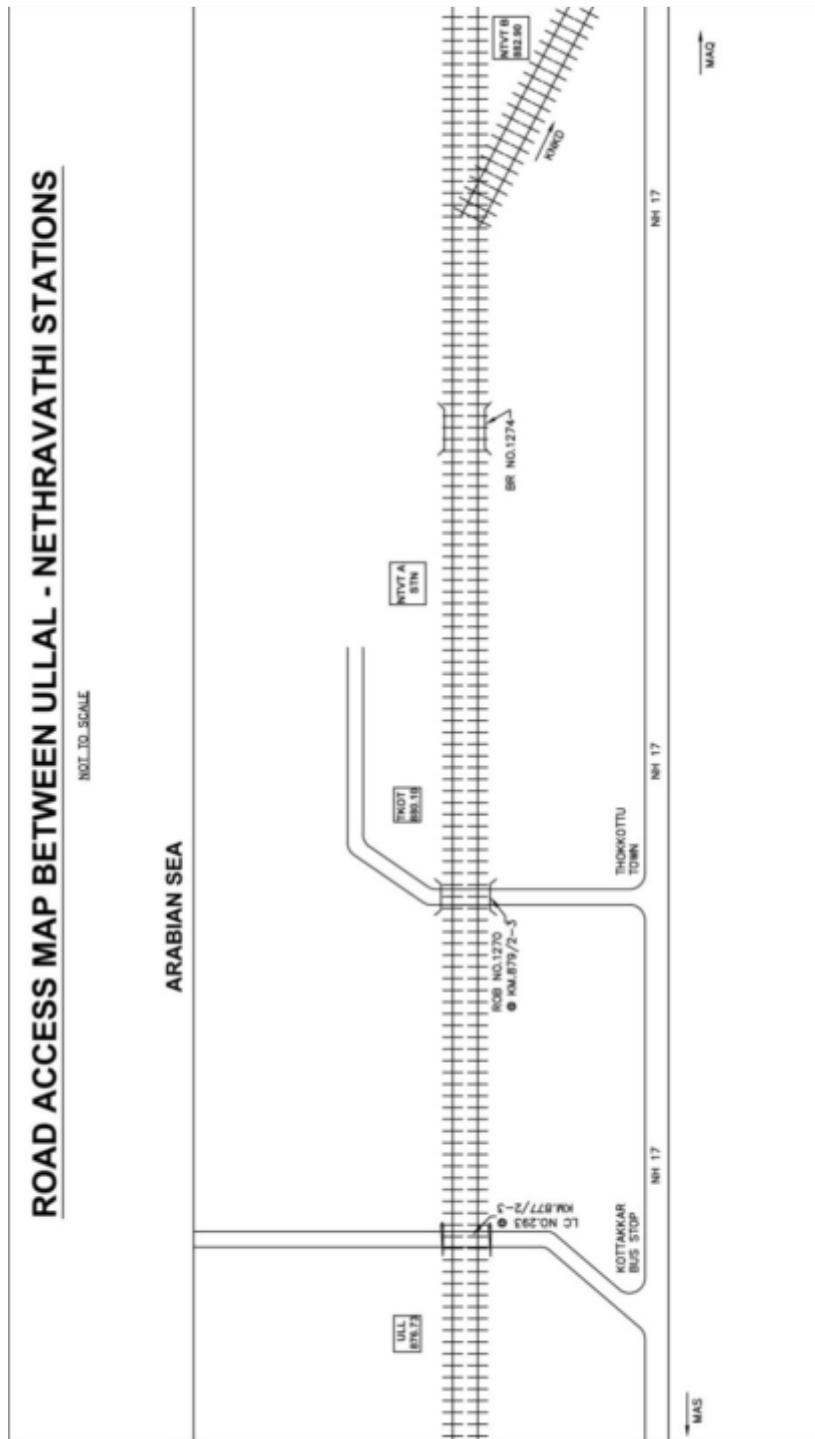




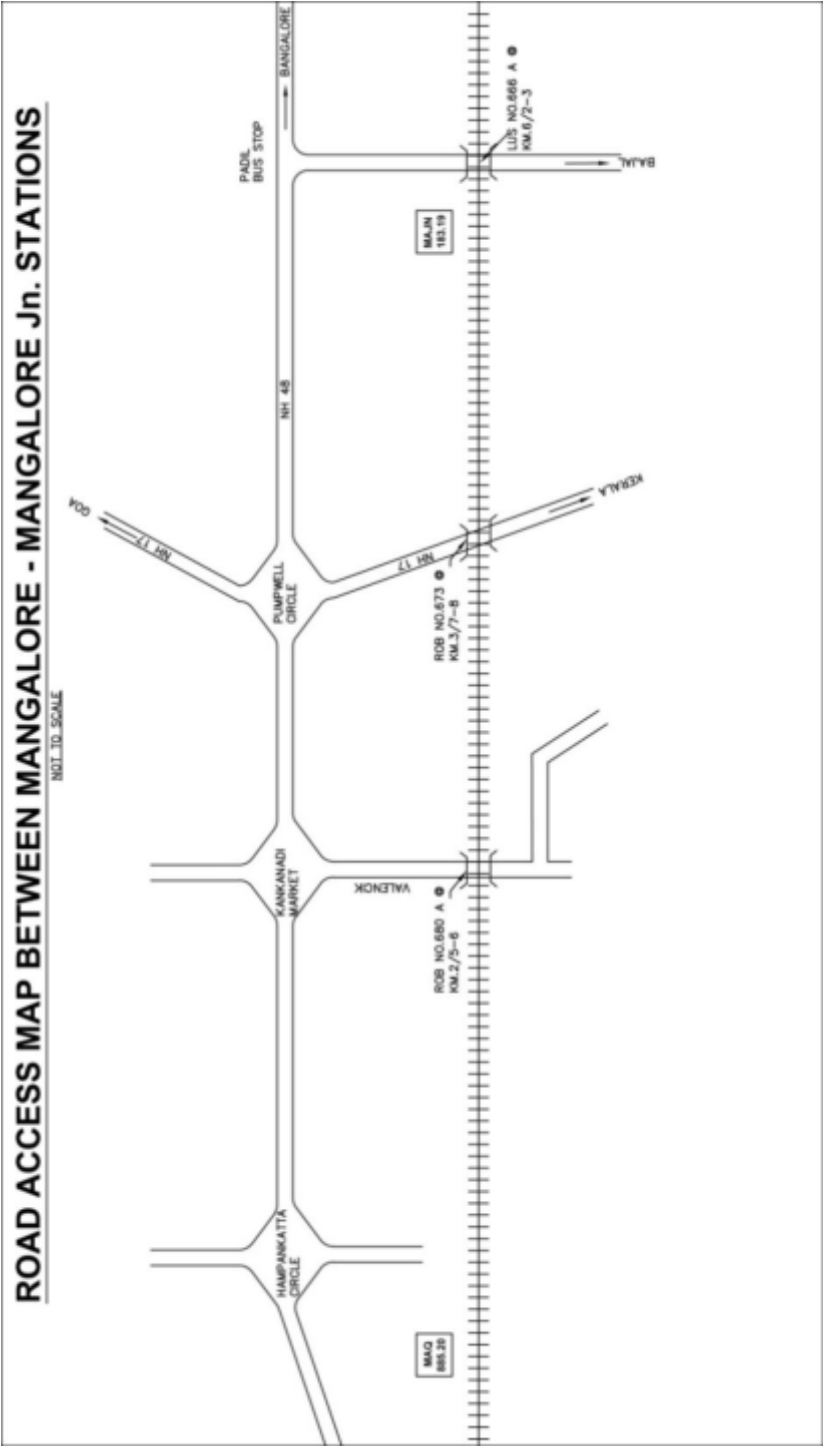






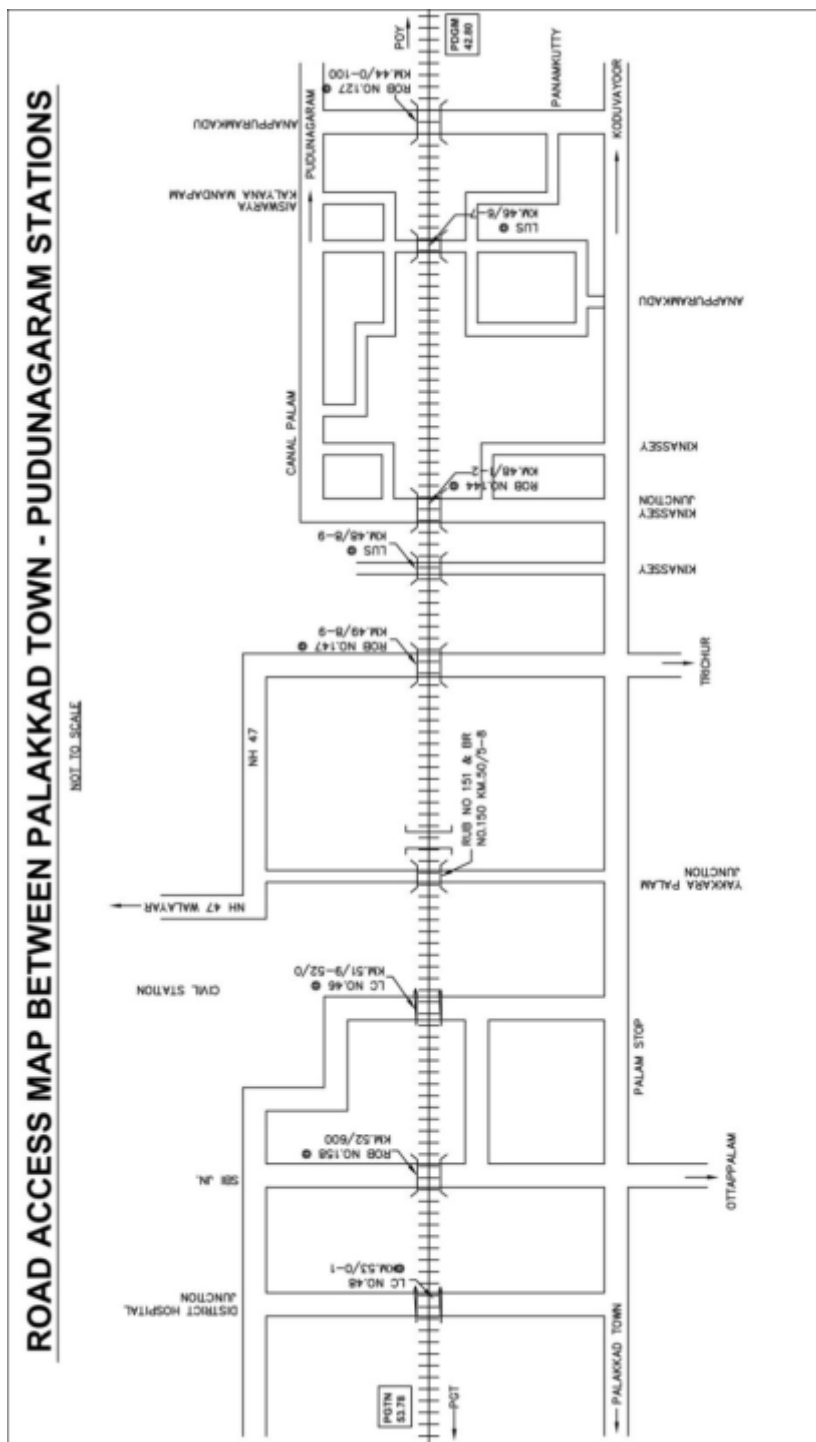


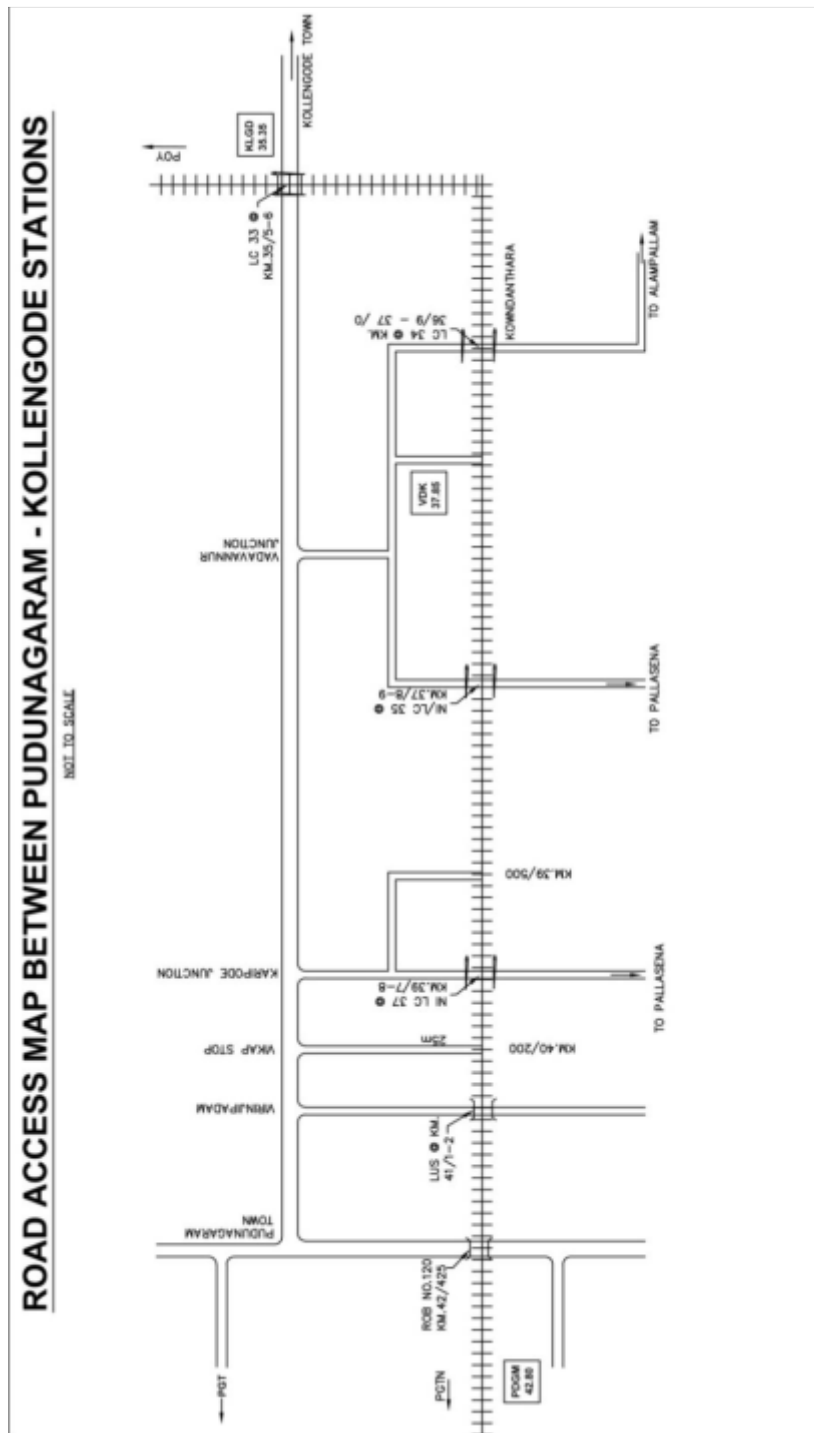


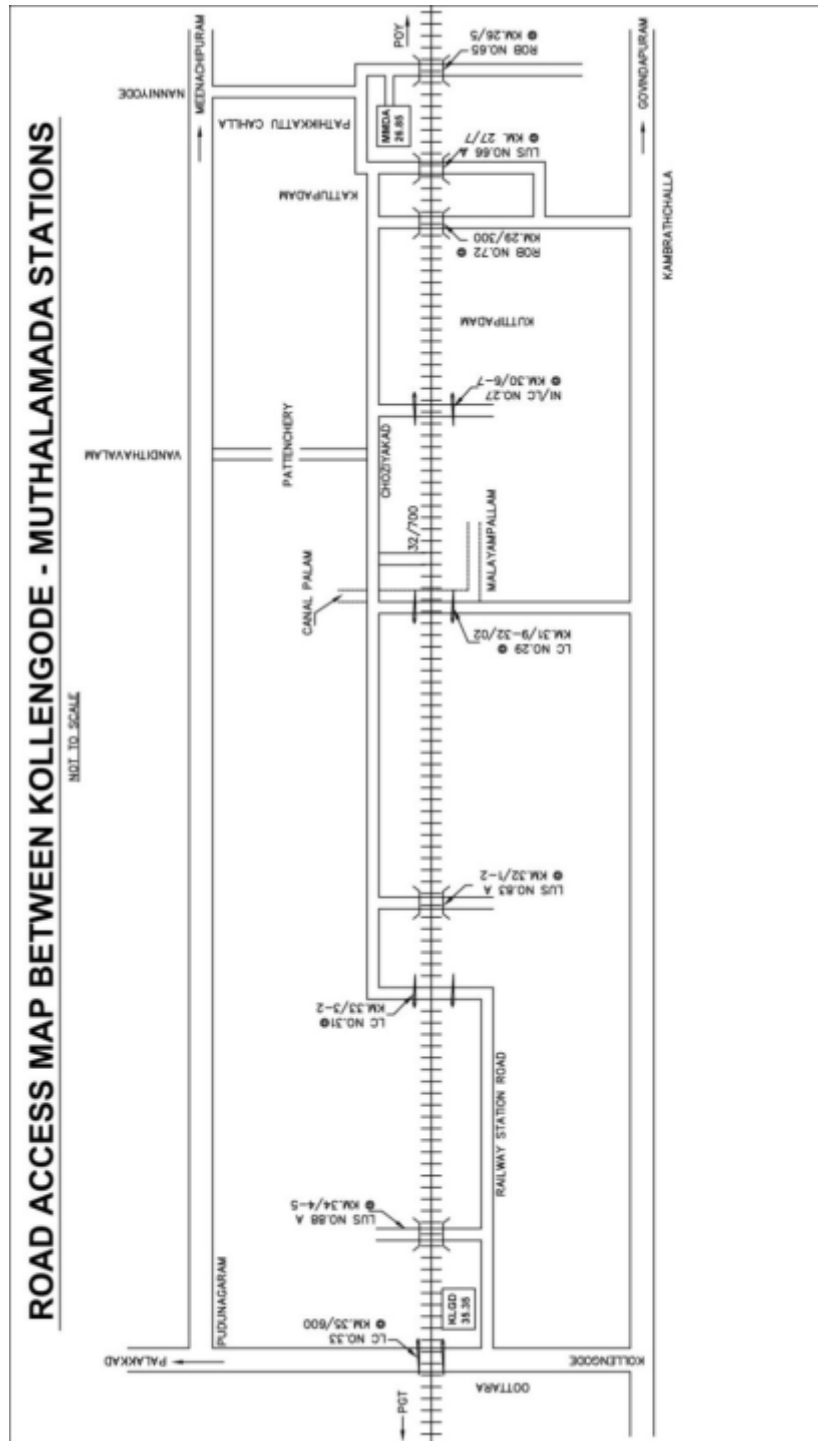


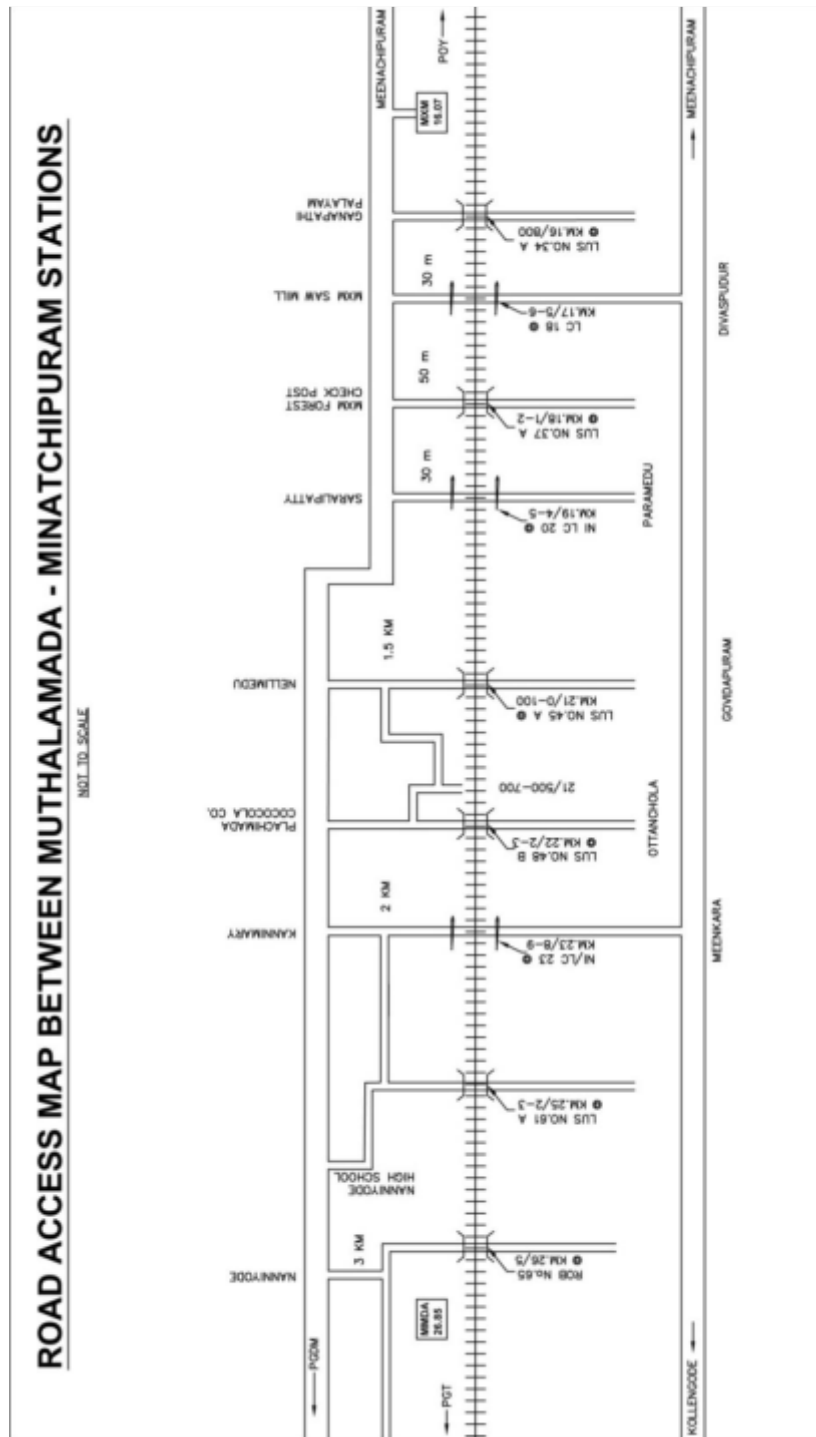
















आपदा प्रबंधन योजना - २०२३ Disaster Management Plan - 2023



संरक्षा संगठन / पालक्काड़ मंडल
Safety Organisation / Palakkad Division