

## FOREWORD

Indian Railways have well equipped, and well trained manpower attached to Accident Relief Medical Vans, Accident Relief Trains and Breakdown Trains to deal with train accidents. In some cases resources of other important agencies are being utilized in rescue and relief operations during train accidents.



In the event of a disaster or a serious train accident, the Railways' own resources may not be sufficient to deal with the same. In case of accidents or disasters that take place in remote areas, inaccessibility of location, non-availability of communication, magnitude and nature of the train accidents like collision between high speed coaching trains, fire in trains, earthquakes and floods etc., railways relief arrangements may take more time to reach the site than locally available assistance. Hence assistance from Government and Non-Government organizations becomes crucial.

As a part of the National Disaster Management Plan and as per the recommendations of the High Level Committee on Disaster Management, the Railway Board has given directions to each Zonal Railway to prepare a Disaster Management Plan. Accordingly, the revised edition of Zonal Disaster Management Plan for South East Central Railway has been prepared.

The Zonal Disaster Management Plan has been devised to render prompt, effective and reliable service wherein by the railway staff on board the train and staff from the near by stations and other work units to organize prompt rescue and relief operations. Also, the immediate support of the locally available Government and Non-Government organizations can be sought within the first one hour referred to as the 'Golden Hour' so that immediate extrication of victims can be undertaken, First Aid rendered and the injured can be shifted to the nearest hospitals.

Keeping the above parameters in mind, the Zonal Disaster Management Plan of South East Central Railway has incorporated all the guidelines and instructions relevant to deal with the disasters of train accidents for the guidance of all the officers and staff who are directly involved in the same.

Officers and staff connected with train operation, who are in possession of this copy are requested to go through the Plan carefully and keep it at a location where it can be referred to, at a short notice, so that relief arrangements are prompt during any Accident or Disaster.

I have confidence that the Zonal Disaster Management Plan of South East Central Railway will prove very useful in the event of a major train disaster.

**(Pradeep Kumar)**  
**General Manager**

## PREFACE

The Zonal Disaster Management Plan of South East Central Railway has been prepared as per Railway Board's guidelines to enable the Railway to muster its own resources, those of the adjacent divisions and zones and also those of Government and Non-Government organizations of the region in the event of a disaster.

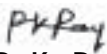


The aim of the Zonal Disaster Management Plan is to give guidelines on activities involved immediately after a disaster or a train accident, the role of different persons/units and their responsibilities in the rescue and relief operations.

Various activities related to the Disaster Management are as follows:

- Preparations and implementation of Disaster Management Plan.
- General Manager for Zonal Disaster Management Plan and
- Divisional Railway Manager for Divisional Disaster Management Plan.
- Authority to order ART/ARMV/Breakdown Train.
- Chief Mechanical Engineer/Chief Motive Power Engineer/Sr.Divisional Mechanical Engineer/Divisional Mechanical Engineer.
- **In charge officer at the Site of accident.**
- The senior most Railway officer at site.
- **Management of rescue operations.**
  - Mechanical and Medical departments assisted by respective departments.
- **Relief operations including care for the dead.**
- Commercial, Medical and Railway Protection Force.
- **Communication network.**
- Signal & Telecom Department.
- **Maintenance of law and order and crowd control.**
- Railway Protection Force.
- **Police clearance for restoration.**
- Railway Protection Force.
- **Restoration operations.**
- For rolling stock - Mechanical department.
- For others - concerned departments.
- **Maintenance of Accident Relief Medical Vans/Accident Relief Trains/Accident Relief Breakdown Trains.**
- Mechanical department.
- **Maintenance of equipment kept in ARMVs/ARTs/Breakdown Trains.**
- Concerned departments.
- **Media management at site.**
- Senior most officers at site of accidents shall be the in charge of Media Management at site assisted by Branch Officers.
- Public Relations/Commercial Department to look after the requirements of the media at site.

The Zonal Disaster Management plan should be read in conjunction with General & Subsidiary Rules, Accident Manual and other instructions issued from time to time. Any mistake to be brought into the knowledge for rectification and suggestions are welcome for improvement of this book.

  
(P. K. Ray)  
Chief Safety Officer

# I N D E X

Chapter	Contents	Page No.
1	<b>DISASTER AND TRAIN ACCIDENTS</b>	1
	<b>Disaster</b>	3
	Types of disasters causing interruption to train services	3
	Disaster in Railway parlance	4
	<b>Train Accident</b>	4
	Consequential train accidents	4
	Other train accidents	5
	Detailed Classification of Accidents	5
2	<b>REPORTING OF DISASTER AND TRAIN ACCIDENT TO RAILWAY BOARD</b>	9
	Important telephone numbers of Railway Board officials for reporting accidents	11
	System to be followed for reporting of accident to Railway Board	12
	Threshold value	12
	Format for reporting of accidents to Railway Board	14
	Reporting of accidents by divisions to zonal railway headquarters	15
	Accidents in Non-traffic sidings or premises	16
3	<b>PREPAREDNESS FOR DISASTER AND TRAIN ACCIDENT</b>	17
	Hiring of Helicopters/Air Ambulance at the time of service accident	19
	Accident Relief Trains (ARTs)	20
	Turning out of ARTs/ ARMVs	20
	Locations of ARTs, ARMVs & Breakdown Cranes on SECR	21
	Breakdown equipments of adjoining Railways	21
	Accident Relief Medical Vans	22
	Authority to order movement of ART/ARMV at site	22
	Positioning of Rescue Ambulances	22
4	<b>MANAGEMENT OF DISASTER</b>	23
	Various phases of disaster management	25
	Phase-I (Golden Hour)	25
	Phase-II (Arrival of Crack Team)	25
	Phase-III (Arrival of Relief Train)	26
	Special Task Teams of different departments	26
	Action to be taken at Divisional level	27
	Phase-IV (Handling injured Passengers)	28
	Phase-V (Restoration of Traffic)	28
	Concept of Controlling Stations	28
5	<b>DUTIES OF RAILWAY OFFICIALS</b>	31
	<b>Duties of on-board staff during Golden Hour</b>	33

	Duties of Loco Pilot/Asstt. Loco Pilot	33
	Duties of Guard	33
	Duties of TTE/Train Supdt./ Pantry car staff	34
	Duties of AC Attendant/AC Mechanic	35
	Duties of RPF Staff	35
	<b>Duties of off -board/ART/ARME staff</b>	36
	Duties of Control staff	36
	Duties of officials of Safety organization	36
	Duties of Operating Department	39
	Duties of Commercial Department	39
	Duties of Engineering Department	40
	Duties of Mechanical Department	40
	Relief and Rescue Operation by ARME Staff	41
	Duties of S&T Department	42
	Duties of Electrical Branch	43
	Duties of Personnel Department	43
	Duties of Security Department	43
	Duties of Medical Department	44
<b>6</b>	<b>DO'S &amp; DON'TS</b>	45
	Divisional Control	47
	Guard	47
	Station Master	48
<b>7</b>	<b>DISASTER MANAGEMENT CELL AT HEAD QUARTER</b>	49
	FUNCTIONING OF DISASTER MANAGEMENT CELL	51
	Safety department	51
	Medical department	51
	Commercial department	51
	Operating department	51
	Mechanical department	51
	Engineering department	52
	Electrical department	52
	S&T department	52
	Liaison with Railway Board	52
<b>8</b>	<b>DEALING WITH NATURAL CALAMITIES CYCLONE &amp; EARTH-QUAKE ETC,</b>	53
	Weather warning messages	55
	Action to be taken on receipt of weather/cyclone warning message	55
	Earthquake	56
	Action to be taken when information is received about earthquake	57
<b>9</b>	<b>PASSENGER CARE</b>	59
	General	61
	Hospitalization of the injured	61

Facilities to be made available in the hospital	62
Communication	63
Arrival of relatives/dependents	63
Taking care of relatives/dependents	63
Single window clearance	64
Stay of relatives/dependents of dead and injured	64
Performance of last rites	64
Departure of relatives/dependents of dead and injured	64
Guidelines for Commercial department at site of accident to deal with affected passengers	65
Ex-gratia payment	65
Meal charges	65
Withdrawal from station earning	65
Station earning can be utilized for	66
Free meal, water, tea, snacks to affected passengers, injured, uninjured or stranded	66
<b>10 MEDIA MANAGEMENT</b>	<b>67</b>
Objectives	69
Duties of Public Relations Organization	69
Spokesperson	69
Information to be relayed to Press & Electronic Media	69
Telephone No. for Railway Accident Information.	72

## APPENDICES

1)	SCHEDULE OF POWERS FOR DISASTER MANAGEMENT	75
2)	EMPOWERING GM AND DRMS TO REQUISITION HELICOPTERS/AEROPLANES	78
3)	DEFENCE ESTABLISHMENTS, INCLUDING ARMY NAVY,	
4)	AIR FORCE PARA MILITARY ESTABLISHMENTS(BSF/CISF, ETC.)	80
5)	AIR SUPPORT	80
6)	LIST OF HELICOPTERS OPERATED BY NON SCHEDULED OPERATORS	81
7)	AGENCIES HAVING ROAD CRANES AND BULLDOZERS	83
8)	FIRE FIGHTING FACILITY	84
9)	IMPORTANT TELEPHONE NUMBERS OF SECR HEADQUARTER OFFICERS	85
10)	LIST OF BSNL TELEPHONE NUMBERS OF STATIONS OF BILASPUR DIVISION	88
11)	LIST OF BSNL/RLY TELEPHONE NUMBERS OF STATIONS OF RAIPUR DIVISION	90
12)	LIST OF BSNL TELEPHONE NUMBERS OF STATIONS ON NAGPUR DIVISION	91
13)	IMPORTANT TELEPHONE NOS. OF BILASPUR DIVISIONAL OFFICERS (SECR)	92
14)	IMPORTANT TELEPHONE NOS. OF RAIPUR DIVISIONAL OFFICERS (SECR)	93
15)	LIST OF MOBILE PHONE NUMBERS OF NAGPUR DIVISIONAL OFFICERS (SECR)	94
16)	TELEPHONE NUMBERS OF CIVIL AUTHORITIES OF BILASPUR DIVISION	95
17)	TELEPHONE NUMBERS OF CIVIL AUTHORITIES OF RAIPUR DIVISION	98
18)	TELEPHONE NUMBERS OF CIVIL AUTHORITIES OF NAGPUR DIVISION	99
19)	MEDICAL FACILITIES OVER S. E. C. RAILWAY FOR DISASTER MANEGEMNT	105
20)	FORENSIC HELP IN CASE OF FIRE	114

## APPENDICES

21)	INMARSAT TELEPHONE NUMBERS	115
22)	IMPORTANT TELEPHONE NOS. OF ADJACENT DIVISIONS	116
23)	PHONE NUMBERS OF SENIOR OFFICIALS OF STATE	118
24)	TELEPHONE NOS. OF CSOs/DY.CSOs OF INDIAN RAILWAYS	119
25)	ADMINISTRATION CHATTISGARH/RAIPUR	
	EMERGENCY SUPPORT FUNCTION PLAN "QUICK RESPONSE TEAM" (QRT)	123
26)	SYSTEM MAP OF BILASPUR DIVISION ON SECR	
27)	SYSTEM MAP OF RAIPUR DIVISION ON SECR	
28)	SYSTEM MAP OF NAGPUR DIVISION ON SECR	
29)	ROAD & RAIL MAP OF BILASPUR DIVISION - SECTION-WISE	
30)	ROAD & RAIL MAP OF RAIPUR DIVISION - SECTION-WISE	
31)	SYSTEM MAP OF S.E.C. RAILWAY	

# CHAPTER – 1

## DISASTER AND TRAIN ACCIDENTS

### Disaster

**Disaster** is a serious disruption of the functioning of an organization or community or a society causing widespread human, material, economic or environmental losses which exceed the ability of the affected organization, community or society to cope up by using its own resource.

Disaster is also an event that is relatively sudden, highly disruptive, time limited and public. A disaster may be due to:

- 1) **Natural causes** - such as floods, cyclone or an earthquake.
- 2) **Technology failure** - such as major train accidents, Aeroplane crash or the collapse of a bridge.
- 3) **Human Failure** - Such as Signal Passing at danger, Collisions etc.
- 4) **An act of human violence** - Such as the destruction of the World Trade Center, or an act of war etc.

## CHAPTER – 2

### REPORTING OF ACCIDENTS TO RAILWAY BOARD

A telephonic advice should be relayed to nominated officers in Railway Board's office immediately after the occurrence of the following categories of accidents: -

- (a) All consequential train accidents above the threshold value and/or involving loss of human life.
- (b) Any yard accident having serious repercussion on movement of traffic on through/main line resulting in dislocation of traffic more than the threshold value.
- (c) Landslides, breaches, OHE breakdown, etc. which result in dislocation of traffic more than the threshold value.
- (d) Averted collisions.
- (e) Loco Pilot passing signal at danger.

#### Important telephone numbers of Railway Board's officials for reporting accidents

The following list is as per the priority of officers to be informed at the time of an accident:

SN	Designation	Tel. Office	Tel. Residence
1.	Safety cell	Rly. 030-43399 030-43599 Mobile: 9810017905 FAX - 011-2338-6215 011-2338-2638 011-2330-3399/3599	
2.	Director safety-II	Rly - 030- 43446 MTNL - 011- 2338-9987 011- 2330-3446	Rly - 23151 MTNL - 2374-0092
3.	Director Safety-I	Rly - 030-43667 MTNL- 011-2338-7009 011-2330-3667	MTNL - 011- 2467- 0561
4.	Director safety-III	Rly - 030 – 43239 MTNL- 011 - 2338-5836	Rly - 030-22447 MTNL - 011-2336 -3798
5.	Advisor Safety	Rly - 030-43302/43922 MTNL- 011-2330 -3302 011-2330-3921	Rly - 030 - 52404 MTNL - 011- 2611-1211

#### Commissioners of Railway Safety

SN	Designation	Office	Residence
1.	CRS/South Eastern Circle Kolkata	Rly - (080) 27601 MTNL- (033) 22483945 Mobile - 9431026841	Rly - (080) 44606 MTNL - (033) 224392717
2.	CCRS/Lucknow	Rly - (066) 85289 BSNL- (0522) 2214507 Mobile: 09839010811	Rly - (066) 85290 BSNL - (0522) 2613675

## System to be followed for reporting of accident to Railway Board

The above mentioned accidents shall be reported by Divisional Control to HQ Central Control. The Central Control in turn will inform all concerned officers at HQ office.

(a) In case of any passenger train accident and whenever there is a total interruption of traffic involving main lines, the matter should be brought to the notice of C.R.B by G.M.(in his absence by A.G.M. or C.O.M.) & D.R.M.( in his absence by A.D.R.M. or Sr. D.O.M.) of respective division,irrespective of fact whether the restoration is likely to be achieved within the threshold interval or not.

(b) CSO/ Dy. CSO (Civil)/Dy CSO (S&T)/ S.S.O(Traffic)/S.S.O.(Elect) should inform the nominated officer of Safety Directorate in the Railway Board. At Board's level, Safety Directorate shall issue the message and take follow-up action.

(c) In case of landslide, breaches, OHE breakdown, etc. which result in dislocation of traffic for more than threshold value and also in cases of public agitation, the same shall be reported by HQ Control office to Punctuality Cell of Railway Board and dealt with by the Coaching Directorate.

(d) Cases of blockade of train services due to public agitation shall be dealt with by the Security Directorate.

In addition, periodic (monthly) statement of accidents in all categories shall be submitted to Railway Board in the prescribed format.

### Threshold value

For the purpose of reporting of accidents of passenger carrying trains , goods trains, ballast trains or other trains, threshold value is the minimum value beyond which the accident will be treated as having serious repercussions on the basis of loss to Railway property or interruption to communication. It shall constitute two portions:

- (i) Threshold value of Railway property loss which is fixed at One lakh rupees, or
- (ii) Threshold value of interruption to communication, either partial or total, where duration of interruption to communication is equal to or more than the number of hours specified against each.

Interruption	BG-A,B,C or D spl	BG - D, E spl	BG - E, or NG
Total	3 Hrs	4 Hrs	6 Hrs
Or	Or	Or	Or
Total + Partial	6 Hrs	8 Hrs	12 Hrs

Duration of interruption is defined as the period between the time of accident and starting of the first train on line clear from adjacent station for movement over the affected line in that section.

## SEC Railway Section – Group-Wise (Route)

BG Section		NG Section	
Group	Section	Group	Section
A	Jharsuguda – Nagpur (SEC Rly limit)	Trunk Route	-
B & C	-----	Main Line	Balaghat–Nainpur– Jabalpur Itwari – Chindwara – Nainpur Nagpur –Nagbhir
D Spl.	Bilaspur – Anuppur – Katni Champa – Gevra Road Raipur –Mandirhasaud	Branch Line	Abhanpur – Rajim Balaghat – Katangi Nainpur – Mandla Fort Raipur – Dhamtari
D	Kalumna-Nagpur (via Itwari)	-	-
E Spl.	Anuppur-Bishrampur Boridand – Chirimiri Durg–Marauda-Dallirazhara Urkura – Sarona (Bye pass)	-	-
E	Bilaspur Bye pass BilaspurChord line Bishrampur – Ambikapur Bijuri-Rajanagar B.H. Darritola – Tiger Hill Bhilai-Marauda Raipur (B.H.) – Urkura (avoiding Raipur) Chhindwara -Amla Gondia–Nagbhir-Chanda Fort Gondia Balaghat Kanhan – Ramtek Tumsar Road – Tirodi	-	-

## Format for reporting of accidents to the Railway Board

### S.No. Particulars

1. Date of accident :
- Time of accident :
2. Division :
3. Section :
4. Station :
5. Gauge/Track/Electrified/Route :
6. System of working :
7. Train Particulars
  - i) Train No./Name :
  - ii) Engine no. :
  - iii) Load :
  - iv) B P C :
8. Location :
9. Kms :
10. Rolling stock involved :
11. Causality
  - i) Dead :
  - ii) Grievous :
  - iii) Simple :
12. ARMV/MFD/ART :
  - MFD :
  - ART :
13. Officers visiting site :
14. Relief arrangements :
15. Repercussion :
16. Prima- facie :
17. State/Headquarter Civil district. :
18. Any other information :

## **Reporting of accidents by divisions:**

### **To Railway Board and Zonal Railway headquarters**

In case of any passenger train accident and whenever there is a total interruption of traffic involving main lines, the matter should be brought to the notice of C.R.B by D.R.M (In his absence by AD.R.M or Sr. D.O.M.) of respective division, irrespective of fact whether the restoration is likely to be achieved within the threshold interval or not.

#### **1) Telephonic I Fax Report of accidents to Railway Board:-**

Immediately after occurrence of an accident of any categories as mentioned in para 5.05 of Accident manual the Divisional Railway Manager in whose area the accidents has occurred, will report the matter by fax message to the Railway Board, New Delhi, copy of the message shall also be sent to the General Manager, Chief Operations Manager, Chief Engineer, Chief Mechanical Engineer, Chief Electrical Engineer (where required), Chief Public Relation officer, Chief Medical Officer (if any person killed or injured), Chief Safety Officer, Chief Signal and Telecommunication Engineer (where required) and to any other officer of Head quarters in consideration of the seriousness of the accident. A confirmation copy of the fax message shall be dispatched to the Railway Board as...also to each of the officials as mentioned above.

#### **Para 5.05 of Accident manual**

- (1) All train accidents.
- (2) Any yard accident having serious repercussion on movement of traffic on through line resulting in dislocation of traffic more than the threshold value.
- (3) Land slides, breaches, OHE breakdown, etc. which result in dislocation of traffic more than the threshold value.
- (4) Averted collisions.
- (5) Loco Pilot passing signal at danger.

#### **2) Telephonic/Fax report of accident to the commissioner of Railway safety:-**

- (i) In terms of Rule 3 of the Railway (Notice and enquiries in the accidents) Rules, 1998, when any accident such as is described in section 113 of the Act and attended with loss of human life or with grievous hurt or with damage to Railway property of the value exceeding Rs. 25,00,000/-, or accidents to passengers carrying trains, or the cases of landslides or of breaches by rain or flood, which cause the interruption of any important through line of communication for at least 24 hours, the occurrences shall be reported

immediately by the Divisional Railway Manager to the commissioner of Railway Safety by Fax message. Such cases shall also be reported to Railway Board and officials of headquarters as mentioned in para 7.04 of Accident Manual.

Divisional Control should report all other accidents, equipment failures, and unusual incidents as classified in Appendix-I of the Accident Manual to the Central Control. The Central Control should record all the relevant information in the accident/unusual register for information of all concerned.

In addition to this, periodic (monthly) statement of accidents in all categories shall be submitted to Zonal HQ in the prescribed format.

#### **Accidents in Non-traffic sidinas or Dremises**

Accidents occurring in the premises or sidings exclusively under the control of departments other than Traffic shall be reported to the Officer Incharge of such premises or sidings, and the official shall observe the rules for reporting accidents laid down for Station Masters.

\* \* \*

## CHAPTER – 3

### PREPAREDNESS FOR DISASTER

#### Hiring of Helicopter/Aero plane at the time of severe accident

GM/DRM can hire helicopter/Aero Plane to reach site of accident, dispatch the rescue teams to the site of accident and evacuate injured and dead from accident site. Copy of Rly. Bd's letter No. 2002/Safety-1/6/6 dt. 30.06.2004 is reproduced below. The list of Helicopter/Air ambulance are given in Appendices. (Copy of Rly. Board No. 2002/Safety-1/6/6 dt. 13.06.2004) in Annexure 4

Zonal Railway has 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.

GMs/DRMs have been delegated the powers to requisition 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.

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.

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.

## Locations of ARTs, ARMVs and Breakdown Cranes on SECR

V	STN	CLASS OF ART	MODEL	BD CRANE	ARME	HRD	REMARKS	
3SP	BSP	A	LUKAS	140T(D)	I	A	-	
R	BIA	A	LUKAS	120T(D)	I	A	-	
3SP	SDL	B	LUKAS	-----)	I	A	-	
3SP	KRBA	C	-----	-----	-	-	Locally arranged MFD	
IGP	ITR	A	LUKAS	----	I	A	-	
	G	A	LUKAS	-----	1	A	140t expected in Dec 07. RB letter no. 96/M(M&P)/175/3/80/dt.21/3/07.	
	CWA	C	-----	--		NA		
	NIR	C	---	---		A		
IGP	Motibagh	<b>Break Down truck</b>						

IRD: Hydraulic Rescue Device , A: HRD available , NA: HRD is not available  
IRE: Hydraulic Rescue Equipment

Sl. No.	EQUIPMENT	NOS. IN SECR	LOCATION
1.	'A' CLASS ART	4	BSP, BIA, ITR, G
2.	'B' CLASS ART	1	SDL
	'C' CLASS ART	4	KRBA, R, CWA(NG), NIR(NG)
3.	LUKAS	6	BSP, SDL, BIA, ITR, G, NIR
4.	MFD	-	-----
5.	ARME SC-I	5	BSP, SDL, BMY, ITR, G
6.	ARME SC-II(BG)	7	RIG, CPH, MDGR, APR, TMR, DGG(NS), MIB(BD Truck).
7.	ARME SC-II(NG)	4	R, CWA, NIR, NAB.
8.	HRD	6	BSP, SDL, BMY, ITR, G, NIR
9.	HRE: old vintage	-	-----
10	Locally arranged hydraulic. Jacks	1	KRBA

### CRANES

SL	CAP	NO	DSL/ST	MARKER	LOCATION	DIV.
1.	140T	6409 SE	DIESEL	JMPW	BIA	R
2.	140T	6405 SE	DIESEL	GOTTWALT	BSP	BSP

## Brake Down Equipment of Adjoining Railways

	<b>RAILWAY</b>	<b>DIVISION</b>	<b>STATION</b>
LUKAS	WCR SER	JBP CKP	BNDM
ART	SER  WCR CR	CKP  JBP NGP	BNDM  NKJ(New Katni Jn.) AJNI/NGP(140 t crane and ART)
ARME	SER  WCR ECOR CR	CKP  JBP SBP NGP	BNDM  NKJ(New Katni Jn.) SBP(Sambalpur) AJNI/NAGPUR (CR)

**BALLAST STOCK POSITION IN BALLAST DEPOT**

Date : 10.03.08

Division	Ballast Depot Name	Opening balance quantity available for loading (Cu.M)	Quantity trained out on day (Cu.M)	Closing Balance (Cu.M)	Unmeasured Ballast Qty. (Cu.M)	Remarks	
<b>BSP</b>	PND	A Siding	0	125	0		
		B Siding	0	0	8492(M)+3200		
	AKT	A Siding	0	0	0	7000	Ballast exhausted on 31.01.08
		B Siding	329	0	329		
	NRZB	A Siding	6211	0	6211	0	
		B Siding	0	0	0	5500(M)+8000	
	CPH (Con.)	Ballast Siding	0	0	0	0	Ballast exhausted on 2.1.08
		A Siding	0	0	0	2600	
	BRH	A Siding	0	0	0	0	
		B Siding	0	0	0	0	
<b>R</b>	CF-14	A Siding	0	0	5000	Ballast exhausted on 20.02.08	
		B Siding	0	0	0	4960(M)	Ballast measured on 20.02.08
	CF-23	C Siding	2285	0	2285	0	
		D Siding	0	0	0	0	Ballast exhausted on 07.03.08
	BMY C/F Yard		6310	140	6170	0	
		Ballast Siding					

## CHAPTER – 4

### MANAGEMENT OF DISASTER

#### Various phases of disaster management

##### Phase-I (Golden Hour)

In the period immediately after the accident where grievous injuries to passengers, loss of property etc. takes place, action has to be taken on war footing by Railway Officials/officers on-board to render definite medical care which gives relief to affected persons and also helps them to overcome the trauma. This first one hour period is known as the **Golden Hour**.

During this **Golden Hour** period, following efforts should be made:

- i) Guard, Loco Pilot, Conductor and TTEs etc. must pass on the information quickly to the nearest station or to control, about the accident. Being trained in first-aid, they should simultaneously tender every possible medical aid to the injured.
- ii) Senior-most officer traveling by the affected train, whether on duty or on leave, shall take charge as **Officer incharge at Site**.
- iii) All Railway officers and staff available on train must report to the Guard and work as per the directions of the **Officer incharge at Site**.
- iv) SMs of the adjoining stations must inform Control about the happenings and the nature of assistance required.
- v) Information to Media/Press will be given by nominated official.

##### Phase-II (Arrival of Crack Team)

- A) Crack Teams at Each Zonal Railway HQ with containerization equipment:**  
**Head Quarter's Crack Team of SEC Rly.:**  
Dr. P.K.Sing ADMO/BSP  
Shri V.K.Sinku Sr. D.M.E./BSP  
Shri A.K.Patra SSE/C&W  
Shri P.N.B.Rao Tech II (Fitter)  
Shri M. Ramana Rao Tech I (Crane Driver)
- B)** (i) Zone's professionally trained crack team of rail rescue experts and containerized equipment, to be rushed to any major accident site by air or land route.  
(ii) Division's crack team consisting of representatives of Mech., Elect., S&T and RPF departments to be rushed to any accident site by road/rail or by air route.
- C) Functioning of crack team** - As soon as alarm hooters are sounded, the nominated team shall proceed to the site of accident by first available train or by road. The crack team will carry prescribed tool kits consisting of -
- i) S&T kit,

- ii) Lighting kit,
- iii) First Aid kit,
- iv) Rescue kit etc.

**On reaching at accident site, the crack team shall perform following activities:-**

1. Extrication/removal of injured passengers from the coach.
2. First Aid to the injured.
3. Provide succor and help to the passengers at site.
4. Relieve panic and create re-assurance among passengers.

**Special Disaster management team of RPF:**

Special disaster management team of RPF has to be set up at Bilaspur, Raipur & Nagpur for proceeding support to relief and restoration at the site of accident. They shall also reach to accident site by first available means.

**Phase-III (Arrival of Relief Train)**

Phase - II begins with the arrival of relief train. The senior-most officer who reaches the site first becomes the **Officer incharge at Site**. All staff and officers should work as per the directions of the Officer incharge at Site.

**Site organization:**

- ❖ Medical relief camp
- ❖ Security of luggage
- ❖ Clue preservation
- ❖ Relief rescue and restoration
- ❖ Coordination with civil and press
- ❖ Liaison with control
- ❖ Communication- STD phones, Walkie-talkies, mobiles, PA System etc.
- ❖ Lighting arrangements
- ❖ Commercial-information booth, Arrangement of Tea, Food and Water.
- ❖ Evacuation of passengers, payment of ex-gratia etc.

The medical team reaching the spot must comprise adequate number of doctors and staff.

The senior-most doctor and Officer incharge at Site should have all details about dead/injured and hospitals where they have been sent.

**Special Task Teams of different departments**

- i) Medical - Relief and transportation of injured to hospitals.
- ii) Commercial - Catering- food, tea and drinking water, Payment of ex-gratia, Information Booth, liaison with Civil administration and Press.

- iii) Commercial/RPF - Security of luggage, parcels and Railway property
- iv) Operating - Liaison with control and arranging logistics including shunting.
- v) S&T - Establishment of communication and free telephone\booths.
- vi) Mechanical - Rescue and Relief operations including re-railment and preservation of clues.
- vii) Electrical - Lighting arrangement
- viii) Civil Engg. - Provision of tents, accommodation etc.
- ix) Safety - Preservation of clues, measurement of track, wagon, Photography, videography, statement of witnesses.  
Breathanalyzer test of staff involved in accident.
- x) Personnel - Passenger Care

#### **Handling of dead/injured**

- ❖ Dead bodies should be handled with care and respect.
- ❖ Cover dead bodies with white shrouds, which should be available in ARME.
- ❖ Expeditious issue of death certificates.
- ❖ List of dead and injured must be passed on to control and disaster management cell at HQs from time to time.
- ❖ A photographer should take coloured photographs of the dead and injured.

#### **Free food, drinking water, tea, etc.**

Food and clean drinking water must be rushed from the nearest source. Free food and beverages must be supplied.

#### **Correct picture to media**

Press and other media should be given correct picture timely.

#### **Action to be taken at divisional level**

- i) Opening up of special enquiry booths at originating, terminating and major stations en-route.
- ii) Furnishing updated position of dead, injured and evacuated passengers to all concerned.
- iii) Help line Phone Number should be relayed through TV, Radio and press.
- iv) Arrangement for issue of free Railway passes for relatives/dependents of dead & injured.

- v) Make arrangement for transportation of evacuated passengers to be sent to destinations. Transport vehicles can be hired.
- vi) In case of major disaster, DRM can requisition helicopter/Aero plane.
- vii) Press should be briefed properly and quickly.
- viii) HQ/Board should be advised quickly.

#### **Phase-IV (Handling injured Passengers)**

Phase-III mainly refers to dealing with injured passengers. Following action must be planned:

- ❖ Relief trains clearing injured or stranded passengers must get overriding priority.
- ❖ Road vehicles can also be arranged for stranded passengers.
- ❖ List of injured, hospital-wise, should be conveyed to all concerned and displayed at prominent locations.
- ❖ Ex-gratia payment should be arranged.

#### **Phase-V (Restoration of Traffic)**

Restoration operation should be planned and acted upon without affecting the relief operations. Restoration of passenger services gives a sense of normalcy, besides providing means to relatives/dependents of victims to visit them and attend to them.

**CONTROLLING STATIONS****BILASPUR DIVISION**

Between stations	Controlling stations	STD Code	Telephone number
BSP-RIG	BSP	07752	221515
	CPH	07819	245967
	AKT	07817	252230
	KHS	07762	272025
	RIG	07762	223050
RIG-JSG	CPH	07819	245967
	JSG	06645	270977
	BRJN	06645	240496
CPH-GAD	CPH	07819	245967
	KRBA	07759	280299
BSP-APR	BSP	07752	221515
	PND	07751	250639
	APR	07659	222083
APR-SDL	APR	07659	222083
	SDL	07652	245090
SDL-KTE/NKJ	SDL	07652	245090
	UMR	07653	222213
	NKJ	07622	235627
APR-MDGR	APR	07659	222083
	MDGR	07771	241401
	KTMA	07658	233131
BRND-ABKP	BJRI	07658	264577
	KJZ	07775	286026
	ABKP	07774	230010

**RAIPUR DIVISION**

Between Stations	Controlling Station	STD Code	Telephone number
BSP-BYT	BYT	07726	220229 , 221348
BYT-TLD	TLD	07721	233961
TLD-R	R	0771	2525018(CSM)
R-DUG	BIA	0788	2356166
DUG-GDZ	DUG	0788	2353266(CSM) 2322059(Enq)
GDZ-DRZ	DRZ	07748	284154
R-AVP- RJM/DTR	R	0771	2525018(CSM)

**NAGPUR DIVISION**

Between Stations	Controlling Station	STD Code	Telephone number
NGP-ITR-KAV-KP	ITR	0712	2764324
KP-KT(Excl KNHN,KT)	KP	07109	288227
KT-K(excl. K)	BRD	07184	285537 , 282500
K-TMR	TMR	07183	232246(Enq))
KNHN-RTK	KNHN	07102	236217
TMR -GDM(excl).	G	07182	231287, 235567
GDM-BTL(excl).	AGN	07189	225254
BTL-RJN(excl).	DGG	07823	232854
RJN-DUG(excl).	RJN	07744	224360 ,224170

## CHAPTER – 5

### DUTIES OF RAILWAY OFFICIALS

#### Duties of on-board staff during golden hour

##### Duties of Loco Pilot/Asstt. Loco Pilot

- ❖ To check that flasher light is on.
- ❖ Arrange to protect the train in accordance with G&SR 6.03 and inform the SM on either side on walkie-talkie or by other means of communication available.
- ❖ If adjacent line is obstructed by any vehicle, inform TPC to switch-off power on adjacent line to avoid movement on that line.
- ❖ Convey information by quickest available means to control.
- ❖ Ensure that the portions of the track, rails, fish plates, bolt and other fittings which appear to have been tampered with are not touched or moved by any person and closely watch them till the arrival of ART.
- ❖ To take such technical precautions as may be necessary or prescribed to render his locomotive and train safe.
- ❖ Not to give any statement to the press, unless authorized to do so.

##### Duties of Guard

- ❖ Ensure securing of vehicle by application of hand brake etc. as per rules.
- ❖ Arrange protection of adjacent line(s) and same line, as per G&SR 6.03 and inform the SM on either side on walkie-talkie or by other means of communication available.
- ❖ Assess and inform the control about the damage and nature of assistance required.
- ❖ Take action to save lives and render first-aid, call for doctors if any on the train, and seek their assistance.
- ❖ In case OHE has been damaged, prompt steps should be taken to get the same de-energized and traction wires secured.
- ❖ Install Portable Control Phone/Emergency Control Phone or send information through train engine after taking all precautions or stop train trolley, tower wagon in either direction or send information through other means available.
- ❖ Ask for arrangements for transportation of dead/injured/stranded passengers.
- ❖ Attend to injured, arrange for their transportation by front non-derailed vehicles if possible or by road or other means.
- ❖ Post an available railway employee on the field telephone.
- ❖ Send railway servant(s) or willing volunteers available on the train to the nearest station/police station/hospital/village for seeking assistance.

- ❖ Organize groups of railway men or volunteers to assist in relief operations before regular medical aid is available.
- ❖ Asstt. Guard/RPF/GRP/Staff traveling on the train if any, be utilized for rendering all possible assistance to the affected passengers. This includes carrying of injured to safe place for first-aid, arrangements for drinking water and securing the luggage and articles of the passengers.
- ❖ Preserve all clues of the possible cause of accident.
- ❖ Render help to conductors/TTEs in identification of the injured and dead.
- ❖ In consultation with control, check if front and rear portion of the train, not affected by accident, can be safely drawn to the adjacent station so that medical van and relief train can be received nearest to the accident site.
- ❖ Do not leave the site of accident till permitted by competent authority.

#### **Duties of TTE/Train Supdt./ Pantry car staff**

TTEs/ Train Suptd./Pantry car staff should immediately report to the Guard and work under his directions. They shall:

- ❖ Ascertain if any doctor is traveling, either by scrutinizing the reservation chart or by making verbal enquiries, and arrange for first-aid to the passengers.
- ❖ Prepare a list of dead and injured. If doctor is available, the list should be classified as under :
  - Dead
  - Grievous injury
  - Simple injury
- ❖ Make out details of the dead and injured from the reservation chart, tickets held, (to and from) or co passengers. Assistance of Police traveling in the train may also be sought for identification.
- ❖ Collect the following details:
  - Ticket of the passengers traveling( to and from)
  - Ticket numbers-Class.
  - Coach no and its position from the engine.
  - Address of the passengers.
  - Nature of injury(simple, grievous)
- ❖ Take custody of luggage and other belongings. In the case of injured, this should be kept by the TTE and in case of dead, it should be handed over to GRP with full details and acknowledgement obtained.
- ❖ Record evidence of willing passengers with full particulars. If some passengers are willing to give evidence later on, their names and address should be recorded.
- ❖ Record the numbers of dead and injured (simple or grievous), if they are already transported by the local people to the nearest hospital before the Railway doctor arrives.

## Duties of AC Attendant/AC Mechanic

They shall come out of the coach and contact the Senior Conductor. They shall be available for help and:

- ❖ Work in the nominated team to assist the passengers as per the directions of the Sr. Conductor.
- ❖ Take the following items while working with the assisting team:
  - One blanket with two bed sheets.
  - First aid box.
  - Stretcher, if available will be taken along with.
- ❖ In case of fire in coach, get the fire extinguishers and help in extinguishing the fire.
- ❖ Help in taking out the injured and dead passengers.

## Duties of R.P.F Staff

- ❖ Extricate the passenger from damaged coach and shall provide first aid to them. He shall assess the affected passengers also at accident site.
- ❖ He shall ensure safety and security of the relative/dependents of injured passengers as well as security of Railway property.
- ❖ He shall collect and protect clues of accident i.e. security of P.Way material, fish plates & nut bolts etc. and other related material caused derailment. He shall keep close watch on the clues for dislocation by the persons.
- ❖ He shall cover the site of accident by Barrier taps to avoid theft in the accidental coaches by outsiders.
- ❖ He shall keep away the outsiders from accidental coaches with the help of loud hailer.
- ❖ He shall ensure continuous monitoring of the suspected items and clues, caused accident, to understand fact of incident for conclusion during investigation.
- ❖ He shall be responsible for extinguishing the fire, in case of fire in the coaches.
- ❖ He shall assist civil police/GRP in the enquiry proceedings of accident case.
- ❖ He shall ensure security of luggage and parcel of passengers in the damaged / capsized coaches.
- ❖ Railway Protection Force and Commercial at the sight of the accident should coordinate their activities regarding safe custody and appropriate disposal of the luggage of the dead and injured passengers. Commercial staff should appropriately label and stack luggage of the dead and injured passengers. This luggage should be guarded by RPF personnel and thereafter can be handed over to the rightful claimants.

## **Duties of off-board/ART/ARME staff**

### **Duties of Control staff**

#### **Section Controller**

On getting information of an accident, he shall immediately:

- Advise the Dy. CHC/CHC and note important details in diary and chart.
  - Advise the Divisional Transportation Inspector, SSE (Eng.), SSE(Sig.), SE(Tele), Commercial Inspector, ADEN, Railway doctor, etc. of the section immediately.
- Keep loop lines clear of nearby stations.

#### **Dy. CHC/CHC**

On getting information of an accident, he shall immediately:

- Advise all concerned officers, supervisors, inspectors and CMS/Railway doctor incharge.
- Order ARME/ART.
- Inform police officials and collector concerned where ever required.
- Inform HQ Emergency Control.
- Maintain accident log register in chronological order of information received on right page and information/instruction passed on/out on the left page.
- Ensure that the Railway Rescue Volunteers have been called and suitable arrangements have been made for their transportation.
- Ensure manning of Railway Disaster help line Telephone No. 1072 by competent staff.

## **Duties of officials of Safety organization**

### **Sr. DSO/DSO**

In case of major accident Sr.DSO will accompany ART/ARME or any other faster mode of transport to reach the site and he shall:

- Inspect the site and preserve the clues for accident enquiry and arrange for photography /videography of the site.
- Keep liaison with the control to ensure early clearance of front and rear portions of the affected train.
- Ensure manning of telephone.
- Arrange for logging the events in the diary, besides advising the control about the progress at site.
- Arrange for measurements in the prescribed format.
- Assist the Site Manager regarding the movement of ARME and ART at site etc.

### **AOM (Control)/ADSO**

On receiving information of an accident he shall reach the control immediately and:

- Ensure that proper log diaries are maintained in control.
- Keep liaison with the site with regards to the progress of restoration work and inform the HQ Control accordingly.
- Arrange for any assistance required at site.

### **Safety Counsellor (Traffic)**

On getting information of the accident, he shall immediately proceed to site and assist Sr. DSO/DSO in the following activities:

- Noting each event at site and maintaining the diary chronologically.
- Assist in clearing the unaffected portion of the affected train both in rear and front.
- Assist in keeping liaison with control office and any other duties assigned by Sr.DSO/DSO.
- Take the statement of guard/operating staff and passengers, if any in connection with the accident in absence of TI.
- Arrange for Breathalyzer Test of the Guard of the train involved and note down his bio-data.

### **Safety Counsellor (Loco)**

On getting information of the accident, he shall immediately proceed to site and assist Sr. DSO/DSO in the following activities:

- Note down the bio-data, statement of Loco Pilot and Asstt. Loco Pilot of the affected train.
- Seize speedometer graph and engine repair book of the engine of the affected train jointly with other supervisors.
- Arrange Breathalyzer Test of the Loco Pilot and Asstt. Loco Pilot.
- Any other duties assigned by Sr.DSO/DSO.

### **Safety Counsellor (C&W)**

On getting information of the accident, he shall immediately proceed to site and assist Sr. DSO/DSO in the following activities:

- Thorough inspection of the affected coaches/ wagons and assist Sr.DSO in finding out the probable cause of the accident.
- Ensure that the joint measurements of wagons/coaches are taken in the prescribed format.
- Take down the PRO particulars of the derailed wagon/coaches.
- Check the brake power certificate and its validity and seize the same jointly with other supervisors.
- Any other duties assigned by Sr.DSO/AOM(G).

### **Safety Counsellor (P.Way)**

On getting information of the accident, he shall immediately proceed to site and assist Sr. DSO/DSO in the following activities:

- Inspect the site and ensure that the joint observations/measurements of the track are taken in the prescribed format.
- Ensure that proper sketch of the accident site is prepared and jointly signed.
- Assist Sr.DSO/DSO in ascertaining the probable cause of the accident.
- Seize the gang diaries and gang charts, curve register and other related documents from the concerned SE(P.Way).
- Note down on-the-spot statement of the P.Way staff working at the site, if any.

### **Safety Counsellor (S&T)**

On getting information of the accident, he shall immediately proceed to site and assist Sr. DSO/DSO in the following activities:

- Inspect the accident site, particularly if points & crossings and signal gears are involved, and assist Sr.DSO/DSO in ascertaining the probable cause of accident.
- Ensure that joint observations of cabin/panel are taken.  
In case of accident in station yard and on points, note down the gauge position of the points and all levers/push buttons in the ASM rooms along with traffic inspector/SS of the station.
- Ensure that the communication between the site and the control is arranged at the earliest.
- Ensure that responsible S&T staff mans the site telephone.

### **Transportation Inspector at site**

On getting information of the accident, he shall immediately proceed to site and

- Ensure that the joint measurements of the track, wagons/coaches, cabin panel are taken and recorded.
- Ensure that speedometer graph of loco is taken out jointly and seized.
- Seize all train passing records of station if warranted.
- Take the statement of the ASM on duty of the station, cabin man and any other operating staff related with the accident.
- Keep liaison with control and ensure reception of ARME and ART at site and also ensure that all necessary shunting is done at site or at station smoothly and in minimum time.
- Any other duties allotted by Sr.DSO/DSO and operating officers at site.

## Duties of Operating Department

### Sr. DOM/DOM

On getting information of the disaster, he shall immediately proceed and take charge of control office for accident situation:

- Supervise and co-ordinate the duties given to other operating officers and supervisors.
- Give information about accident to CSO, CPTM/COM on telephone.
- Ensure timely departure of ARMV/ART and their proper running till they reach the site.
- Ensure clearance of passengers from the site by the earliest mode of transport, in case of passenger train accident.
- Ensure clearance of front and rear portion of the affected trains.
- Arrange for regulation and cancellation of Passenger/Mail/Express trains.
- Arrange for providing by rail all the assistance at site in the form of men and materials required by the different departments at site.

## Duties of Commercial Department

### Sr. DCM/DCM

On getting information of the accident, he shall immediately proceed to site and arrange for:

- Drinking water, catering etc.
- Issue of free telegrams/ fax.
- Arrange Ex-gratia payment on the spot to the injured and next of kin of dead.
- Open Assistance post at site.
- Issue of complimentary passes.
- Information regarding alternative means of transport to the destination.
- Assistance in protection of luggage and valuables of the passengers.
- Assistance to ladies, children and the injured.
- Display list of injured and dead at a prominent places at the station/stations and pass on such information to the control.
- Announcements through public address system regarding arrangements for diversion of trains, regulation, probable time of arrival of the relief train for stranded passengers, etc.
- Open information booth even if the accident has occurred elsewhere on important stations en-route.
- Arrange stacking, protection of Parcel, Mail, Goods etc
- Preserve documents, cash etc.
- Arrange tarpaulins if necessary.

## **Duties of Engineering Department**

### **Sectional Sr.DEN/DEN**

On getting information of the accident, he shall immediately proceed to site and:

- Assess the damage to P.Way assets involved in the accidents and arrange for men and material required.
- Inform the Engineering Control of the assistance required, if necessary.
- Arrange divers with proper equipment for underwater rescue, if necessary.
- Guard and preserve clues till police or RPF personnel arrive at site and take charge, in case of suspected sabotage.
- Assist in transshipment of passengers and their luggage.
- Provide tents and other temporary shelters at the site.

## **Duties of Mechanical Department**

### **Sr. DME**

On getting information of the accident, he shall immediately proceed to site and:

- Ensure the ART/ARMV starts for site within the stipulated time.
- Supervise Rescue & Relief operations.
- Co-ordinate with other departments and help the passengers.

### **Duties of ARME Incharge –**

#### **Sr. DME will be ARME Incharge**

1. On getting ordering of ARMV for accident site, he shall reach on ARMV immediately.
2. After getting attendance of ARMV staff, he shall ensure timely dispatch of ARMV from base station.
3. He will ensure provision of BPC to the ARMV Loco Pilot.
4. He shall counsel ARMV staff regarding nature of relief to be provided, in the running train.
5. He will ensure proper nomination of staff for making team for each activity before reaching ARMV to accident site.
6. He shall keep VHF set in "ON" position for communication between ARMV and Control Office.
7. ARME incharge will collect information regarding nature of accident and involvement of number of coaches in the accident.
8. Operation of cold cutting equipments like Hydraulic Rescue Device, Power Cold Cutter and Portable Electrically operated cutting and boring tools should be checked in the running train.
9. He shall give instructions for preparation of coffee and tea for injured passengers.

10. He will check functioning of portable DG sets for operation of electrical machines and lighting equipments.
11. On reaching at accident site, he shall contact guard and Loco Pilot of accidental train on walkie-talkie / VHF set for collection of information regarding accident and nature of assistance required.
12. He shall give instructions to the nominated team leaders of ARMV to unload relief materials immediately. Video/digital camera will be utilized for observations of accident site.
13. Incharge will decide extrication of injured passengers on priority manner.
14. He will ensure proper utilization of cold cutting equipments so that passengers will not get injuries due to wrong operation of such equipments.
15. He will relieve panic and create reassurance among injured passengers.
16. Injured and dead passengers will be removed and kept at specified/ nominated spots in the presence of ARME incharge.
17. He will maintain liaison with other departments like, Commercial, RPF and Medical departments for smooth and efficient relief measures.
18. He shall communicate progress of relief, time-to-time to control office staff on ECP/PCP sets with the consultation of site incharge.

### **Relief and Rescue Operation by ARME staff**

ARMV incharge will counsel all the nominated teams in train running position, regarding nature of accident and relief work to be carried out at accident site.

#### **ART Staff**

On getting information of the accident, they shall immediately report to ART Incharge and:

- Proceed to the site of accident in ART.
- Assist in Rescue & Relief operations.
- Check the fitness of the stock which is moved from the accident site.
- Plan for efficient movement of ART equipment to the site.
- Ensure safe and efficient working of cranes, hydraulic re-railing equipment and other rescue devices.
- Ensure that the log/diary regarding restoration at the accident site is maintained properly.

## **Duties of S&T Department**

### **Sr. DSTE/DSTE**

On getting information of the accident, he shall immediately proceed to site by quickest means available and:

- Arrange for communication facilities at site with Divisional and HQ Control and ensure their constant manning.
- Provide Walkie-Talkie sets, wireless sets, mobile phones, satellite phone, fax, laptop and internet connectivity, etc.
- Arrange for BSNL telephone with STD facility at inquiry booths at site.
- Seal the block instruments, relay rooms and note positions of levers, knobs, slides, indication etc. as the case may be.
- Arrange for early restoration of signaling and telecom equipment.

## **Duties of Electrical Branch**

### **Sr. DEE (G)**

On getting information of the accident, he shall immediately proceed to site and arrange for:

- Adequate lighting at the site.
- Preservation of clues in case of fire in coaches. Any statement from passengers should also be recorded with their names and addresses.

### **Sr. DEE (TRD)**

On getting information of the accident, he shall immediately proceed to site and arrange for:

- Adequate number of breakdown staff/tower wagons.
- De-energizing and slewing the OHE, as required for ground/crane operations.
- Restoration of OHE expeditiously.

### **Sr. DEE (TRS)**

On getting information of the accident, he shall immediately proceed to site and:

- Supervise restoration operation.
- Ensure joint observation and measurement of the electric loco involved in the accident, in the prescribed format.

## **Duties of Security Department**

### **DSC/RPF**

On getting information of the accident, he shall immediately proceed to site and:

- Liaison with local police at site.

- Ensure security of passengers' belongings, parcels and Railway property. Baggage of passengers should be isolated and protected and consigned goods should be taken care of, till they are handed over to the claimants or taken over by railway authorities.
- Segregate the area of accident by establishing temporary barriers using nylon ropes or any other makeshift device available at the site. 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.
- Arrange for assistance to victims and transport them to the nearest hospital. A record of casualties sent to hospitals should be maintained.
- Send hourly status of the site to Divisional/Zonal Control Room.
- Open RPF ASSISTANCE POST with proper Board at a conspicuous place so that people needing help can easily approach the RPF.
- Open a log book and record the action chronologically.
- Ensure documentation about the number of persons injured or dead, giving their identity and addresses, if available.
- Guide the friends or relatives/dependents of the injured/deceased.

#### **RPF control Room**

Officer on duty at the Divisional Security Control Room, on getting the message of an accident, shall:

- i) Inform the DSC/ASC concerned & receive further instructions.
- ii) Inform the RPF post in whose jurisdiction the accident has taken place.
- iii) Inform the nearest IPF/SI to attend the site along with the maximum staff by the quickest means available.
- iv) Inform the Civil police control room, GRP control room, concerning DM/SP/ GRP/Fire brigade /Bomb disposal squad.

#### **Duties of Medical Department**

##### **CMS/MS/Sr. DMO**

On getting information of the accident, they shall immediately proceed to site with the ARMV or by other fastest mode of transport available, and:

- Alert blood donors clubs, Saint John Ambulance Brigade and Local Hospitals about the arrival of injured.
- Arrange for transport of the emergency box from health unit to the site.
- Get operation theatre ready.
- Make out a list of the injured and the dead in prescribed format.

\* \* \*

## **CHAPTER – 6**

### **DISASTER MANAGEMENT CELL AT HEADQUARTERS**

#### **Functioning of Disaster Management Cell**

The Disaster Management Cell will operate at HQs and shall be attended by nominated Officers.

#### **Safety department**

The Officer representing Safety Department shall coordinate the functioning of Disaster Management Cell. He shall report the accident to Railway Board/CRS/GM and update the restoration details from time to time. He shall also ensure ordering of Relief Train for evacuation of involved passengers from the site of accident. The officers attending the Disaster Management Cell shall obtain the full details of the accident from Divisional Control/Site of accident and shall monitor the movement of Breakdown Train and Relief Train. Top-most priority is to be given for rescue operations, for transferring the injured passengers from the site of accident to the nearest hospitals, and for sending medical aid from Civil/Military/private hospitals.

#### **Medical department**

The Officer representing Medical Department shall obtain all details regarding casualties/injuries to passengers involved in the accident and shall maintain liaison with the Accident Site/Referral Hospitals and Dispensaries, and shall consolidate the list of injured/casualties in minimum time so that the same can be faxed to concerned station/division for display in Emergency Control and Emergency Information Booths.

#### **Commercial department**

The Officer representing Commercial Department shall ensure ordering of refreshments for the passengers of involved train, payment of ex-gratia to the injured and to the next-of-kin of the dead passengers, arrange for transshipment of goods and passengers luggage, and hire private buses for transport of passengers from site of accident to the nearest Rail Head. He shall also ensure transmission of detailed information regarding injured/casualties to originating/destination stations, to Railway Board, and to HQ of the originating/destination Railways. He shall also ensure opening of Emergency Information Booths at important junction stations en-route within the Railways.

#### **Operating department**

The Officer representing Operating Department shall manage relief and restoration operations at headquarters level. He shall record all events related

to the accident chronologically. He shall ensure regulation and diversions of trains keeping in view the likely time of restoration at accident site. He shall ensure that the passenger carrying trains are regulated at such stations where water and catering facilities are available. He shall also monitor the ARTs/ ARMVs/Labour Special trains ordered from the adjoining divisions and zones.

### **Mechanical department**

The Officer representing Mechanical Department shall assess the requirement of additional Medical Vans/Breakdown Trains and shall liaison

with adjoining Railway/Division for ordering the same. He shall also monitor the movement of Breakdown trains. He shall obtain the details of rolling stock involved in the accident and its PRO particulars. He shall obtain the restoration details regarding re-railment /toppling of wagons/coaches done by each individual Breakdown Train. He shall obtain the bio-data of the crew involved in the accident.

### **Engineering department**

The Officer representing Engineering Department shall obtain the information regarding damage to track and shall ensure ordering of material train if required. The details of track structure and other relevant details such as USFD particulars, last inspection, profile of the track, etc. shall be obtained within minimum time. He shall organize ordering of additional Labour and material Specials, as per the requirement at site, from the adjoining divisions/zones.

### **Electrical department**

The Officer representing Electrical Department shall obtain the details of extent of damage to OHE/LOCO. He shall obtain the bio-data of crew involved in the accident. He shall assess the requirement of additional material at the site and shall organize movement of Tower Wagon/Material-Spl. to the site of accident.

### **S&T department**

The Officer representing S&T Department shall ensure efficient communication. A line should be dedicated for the emergency transmission from site of accident/divisional control to Disaster Management Cell at HQ. He shall ensure installation of MTNL/Telecom Department Public Phone/Railway Phone at the site of accident involving passenger train. He shall obtain the details of S&T gears involved, if any, in the accident.

## Liaison with Railway Board

Disaster Management Cell will maintain constant liaison with the Emergency Cell of Safety Directorate at Railway Board for following activities:

- ❖ Movement of Accident Relief Trains/Accident Relief Medical Vans.
- ❖ Diversion, regulation, cancellation, rescheduling etc. of Mail/Express trains.
- ❖ Movement of men and material from adjoining Zones/Divisions.
- ❖ Opening of Helpline enquiry booths on other zonal railways:
  - Originating and destination stations of the accident involved train.
  - All Major/Junction stations falling on the route of the train.
  - Divisional headquarters of originating and terminating divisions.
- ❖ Movement programme for visit of Minister of Railways/ Minister of State for Railways, Chairman/Railway Board and other Railway Board members to the accident site.
- ❖ Assistance required from Armed Forces, para-military forces, State Govts. Should be conveyed to Railway Board.
- ❖ Progress of rescue and restoration operation.
- ❖ Prima-facie cause of the accident.

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## CHAPTER – 7

### DEALING WITH NATURAL CALAMITIES LIKE CYCLONE, EARTH QUAKE AND FLOOD LAND SLIDES ETC

#### Weather warning messages

Metrological department, Government of India, issues messages of warning whenever a storm/gale or heavy rainfall is expected. Following conditions are considered dangerous:

- ❖ Dangerous rainfall - when expected amount of rainfall is 5cm or above in 24 hours.
- ❖ Dangerous wind velocity - when wind velocity is 65 kmph or above. (Cyclone Warning Center is located at Nagpur. Local Weather Information Center is located at Jabalpur)

#### Action to be taken on receipt of weather/cyclone warning message

##### CHC/Dy.CHC

He should repeat the message to the SMs/ASMs of the stations, which are likely to be affected. He shall also advise DRM, ADRM, Sr. DSO and controllers of various branches, who are working in the Divisional Control Office. They shall, in turn, advise their branch officers who will take action accordingly.

A register shall be maintained in the Control office, showing full particulars of the warning received.

##### SMs/ASMs, Loco Pilots, Guards

- ❖ Intimation to officers and Sr. Supervisors  
The SM on duty, on receipt of the message, shall immediately advise the officers and Sr. Supervisors concerned, at his station.
- ❖ Precautions to be taken by SM, Loco Pilots and Guards  
In case of strong winds, the trains should be detained till it is considered safe to proceed further. In the section, the Loco Pilot and guard of the train should wait till, in their opinion, the intensity of wind has come down to the level that the movement of train is not endangered.
- ❖ The train should not be stopped at places like sharp curves, high embankments, cuttings and bridges, including approaches.
- ❖ The guard and Loco Pilot of the train, in co-operation with the railway staff and passengers traveling in the train, shall try to ensure that the doors and windows of the coaches are kept open by the passengers to allow free passage of the wind through the coaches.

## **Anemometer indications**

In case, Anemometer is installed at the station and if it is indicating wind velocity higher than the danger level as prescribed by the special instructions, the SM shall take the following action:

- ❖ He shall inform the controller and the SM on the other side immediately about the need to control the movement of the trains.
- ❖ He shall not start or allow the movement of the trains through his station and also not grant line clear to the trains waiting at the adjacent station for movement towards his station.
- ❖ He shall resume normal running of trains in consultation with the controller and the SM at the adjacent station after the wind velocity has gone below the danger level prescribed by the special instructions.

## **Action to be taken by Engineering staff**

- ❖ Introduce monsoon patrolling. Advise monsoon patrolman/watchman and gang mates to be extra vigilant. Continue monsoon patrolling beyond 48 hours of warning.
- ❖ Deploy watchmen at vulnerable locations and bridges round the clock.

## **Earthquake**

Impact of earthquake on Railway system may be as under:

### **Damage to track**

Track may be damaged in form of:

- ❖ Misalignment
- ❖ Deformation
- ❖ Sinking of track
- ❖ Collapse of/damage to Bridges/girders/piers
- ❖ Falling of Trees/fixed structures obstructing the track

### **Damage to service buildings like:**

- ❖ Control Office building.
- ❖ ASM office, relay room, cabin and gate lodge, etc
- ❖ Office buildings.
- ❖ Residential buildings

### **Damage to Signal & Telecommunication installations like:**

- ❖ Signal posts
- ❖ Microwave tower
- ❖ Telephone post and wires
- ❖ Cables

### **Damage to OHE installations like:**

- ❖ OHE Masts
- ❖ Portals.
- ❖ TPC
- ❖ Tower Shed

### **Damage to C&W sick line & Loco Shed**

- ❖ Pit lines
- ❖ Sick lines/ Shed structure

## **Action to be taken when information is received about earthquake**

### **Action by Operating staff**

- ❖ Stop all trains.
- ❖ Inform P. way, S&T, TRD Supervisors for checking track bridges, points, signals & OHE by light engine/push trolley/motor trolley in each block section of affected area.
- ❖ Inform Civil Authorities regarding any unusual occurrence.
- ❖ Arrange stock and power for moving relief/restoration material.
- ❖ Arrange additional Operating staff i.e. ASMs, Points men, Guards and Cabin men from unaffected areas.

### **Action to be taken by Engineering staff**

- ❖ All P.Way supervisors, including PWIs, IOWs, BRIs, Gang men, Key men and other staff, should report to the nearest station master, who in turn will advise Control about the availability of P.Way staff and supervisors.
- ❖ A team of Gangmen, Key men and PWI/BRI should be sent on either side of each block section for checking the track structure and bridges.
- ❖ The checking team should be suitably instructed to protect any damaged track structure or bridge in the section
- ❖ After checking the whole section, a report detailing the nature of damage, location, and requirement of men and material should be submitted to SM, who in turn will advise the control.

### **Action by S&T staff**

- ❖ Overhead and cable communication may be affected due to earthquake. Immediate efforts should be made to provide alternative means of communications through VHF, Microwave, RE cable, Optic fiber etc, between the control and stations.
- ❖ SE (S&T) and ESM/MSM must be available at the stations. After checking all the S&T installations, details of the damage and additional requirement of men & material should be given to S&T control.

### **Action to be taken by Electrical (TRD) staff**

- ❖ On receipt of information about the earthquake, OHE supply on the affected section should be shut down immediately. All the

sections in UP & DN directions should be checked thoroughly by tower wagon. Tower wagon should be run at the restricted speed so that it can be stopped before any obstruction.

- ❖ After checking each section, feedback should be given to TPC who, in turn, will advise the position to Dy.Chief Controller.

#### **Action to be taken by Electrical (Gen) staff**

- ❖ In case of failure of power supply, DG sets should be arranged at important installations like control, stations etc.

#### **Action to be taken by Commercial staff**

- ❖ Regular Announcements should be made at the stations explaining the calamity and effect on train running.
- ❖ Emergency enquiry counters should be opened at major stations and at the affected stations. They should be provided with DOT phone/Cell phone facility.
- ❖ Basic amenities, like drinking water, food etc., should be provided to the stranded passengers.
- ❖ Additional windows should be opened for refund of tickets.

#### **Action to be taken by Mechanical staff**

- ❖ Relief coaching stock and relief goods stock available on the system must be made ready.
- ❖ In case of electrified territories, DSL power should be made available.

#### **Action to be taken by RPF staff**

- ❖ Help Railway officials/employees in relief work at stations and in colonies.
- ❖ Protect Railway stations, yards and all vital installations and restrict the entry of outsiders.
- ❖ Render necessary assistance to the affected persons.
- ❖ Maintain close co-ordination with civil authorities.

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## CHAPTER – 8

### PASSENGER CARE

#### General

- Providing assistance to passengers and their relatives/dependents is of utmost importance in helping them relieve their misery.
- Injured passengers and their relatives/dependents are to be treated with utmost courtesy and sympathy so as to alleviate their trauma and discomfort.
- For dealing with relatives/dependents arriving from far-flung corners of the country, staff fluent in local language of the place from where the train originated, should be used as interpreters.
- Commercial supervisors & WIs should talk to injured passengers and ascertain if they wish to call their relatives/dependents.
- Injured passengers should thereafter be provided with either mobile or STD phones to enable them to speak to their relatives/dependents.
- Transshipment of unaffected passengers and their clearance from the accident site would be arranged quickly. The officer available in the control shall arrange the transshipment on priority.
- Even in case of worst possible accident with adverse and extreme circumstances, all injured passengers would be rescued on priority. Site manager as well as officer incharge in the control shall monitor the situation to do so.
- In rescue operations, top priority will be given to all passengers in critical condition for immediate medical attention.
- Even in case of worst possible accident, dead bodies would be extricated at the fastest possible speed. The ARME incharge and officials available at the site of accident should act accordingly.

#### Hospitalization of the injured

- General policy, in case of railway accidents involving passengers, is that of rapid evacuation of the victims to railway hospital after rendering immediate and necessary first-aid treatment.
- In case there are no railway hospitals nearby, they are to be admitted in the nearest Government hospitals.
- In the following cases, the injured may be taken to a private hospital:
  - ❖ When there is no railway or Government hospital available within a radius of say 8 kms. from the site of accident, or
  - ❖ When the attending doctor certifies in writing that the treatment in private hospital is necessary in the interest of the patient.
  - ❖ Except where railway doctor certifies, such injured passenger should normally be eligible to the class of accommodation in the private hospitals where different scales are available.
  - ❖ Where the family of the injured person desires to be provided with a higher-class accommodation, the family should give in writing to pay the extra cost involved directly to hospital authorities.

- For this purpose, each division should chalk out a working arrangement with such private hospitals as may be necessary in areas served by them, so that in an emergency, injury cases can be referred to hospitals concerned without loss of time.
- To facilitate matters and to avoid misunderstanding, CMD should draw a list of such private hospitals bearing in mind the Railway and other Government hospitals in the vicinity.
- CMD should also fix the charges to be paid in such cases for each class of accommodation. Complete medical care will be taken of all injured passengers, including payment of medical bills till their final discharge from hospitals. Claims compensation booklets containing forms and other instructions will be distributed to all injured passengers and next of kin of all deceased passengers.
- Bills by such private hospitals should be submitted through CMD, who will certify the correctness of charges payable, before forwarding for payment to FA&CAO.
- Under this para, payment to private hospitals can be arranged locally by the Railway, and Ministry of Railway's approval is not necessary.
- If the injured are admitted in non-Railway hospitals, railway doctors should be deputed to these hospitals to render necessary assistance, including supplying the medicines that are not available in these hospitals.
- They should carefully monitor the condition of injured and maintain an updated list with all details.
- If more than one hospital is involved, apart from deputing doctors to individual hospitals, a railway doctor should also be deputed to co-ordinate and maintain the centralized updated position.

### **Facilities to be made available in the hospital**

- There should be a separate reception counter manned by a commercial supervisor or by a WI at the entry to the hospital, to deal with relatives/dependents of patients.
- A chart should be displayed at this reception counter indicating ward numbers where the patients are admitted, along with their names, coach number wise.
- At the entry to every such ward, a second list should display the name of the patient, coach number and the bed number inside the ward.
- Commercial staff and WI on duty at that hospital should carry a list indicating the name, address and telephone numbers of relatives/dependents as given by the patient, and whether they have been informed or not.
- Arrangements should be made to inform the next of kin or a relative or friend of the deceased, in case identity of the person involved in accident becomes known.
- As each relative arrives, his name should be marked in the list against the passenger's name.

- Reception counter should be provided with BSNL telephone with STD facility.
- There should be two mobile telephones readily available to be taken to patients inside the wards for making outgoing calls.
- Complete medical care of all passengers, including payment of medical bills till their final discharge, should be provided.

### **Communication**

- Telephone with STD facility should be made available to passengers to communicate with their relatives/dependents.
- BSNL/Railway telephones available at adjoining stations/cabins/towns shall be extended to the accident site.
- PCO telephones and other BSNL phones in nearby localities/villages/towns shall also be extended to the accident site by persuading owners of such phones.
- Payments for such telephone connections will be made from station earnings.
- Sr. DSTE should hire some mobile phones to meet the needs of stranded passengers
- Wherever cellular phone connectivity is available, stranded passengers should be permitted to use these phones free of charge.

### **Arrival of relatives/dependents**

- After a few hours, next of kin of the deceased and relatives/dependents of injured passengers start arriving at the accident site.
- Adequate number of display boards should be available on ARMEs/ARTs for being put up at the accident site.
- These display boards should indicate the direction of the Assistance Centre at site.
- These indication boards should be displayed near those areas where incoming relatives/dependents arrive and congregate.
- Periodic announcements on loudspeakers should also be made for guiding them to the Assistance Centre at site.

### **Taking care of relatives/dependents**

- At the Assistance Centre at site, Commercial supervisors & WIs should be available to guide the relatives/dependents. They should go through the reservation charts and list the dead/injured.
- Commercial supervisor or WI shall depute a railway servant to accompany the relatives/dependents to the hospital.
- A hired vehicle should be provided for carrying them to various hospitals and mortuary.
- The commercial supervisor or WI should stay with the relative until they have either found the injured passenger or identified the dead body.
- Thereafter, they should help them in completing all formalities at the Assistance Centre at site.

## Single window clearance

- Assistance Centre at site should provide single window clearance for all legal formalities and paperwork.
- It should provide the following facilities:
  - ❖ Reservation chart for locating the name.
  - ❖ List of dead and injured along with the name of hospital.
  - ❖ A vehicle, to take the relatives to various hospitals or mortuary.
  - ❖ Railway doctor for issue of medical Death Certificate.
  - ❖ Govt. doctor for issue of post mortem clearance.
  - ❖ Municipality official for issue of Death Certificate.
  - ❖ Local police for handing over of dead body.
  - ❖ Claim counter for payment of ex-gratia and issue of Claim Compensation Form.
  - ❖ Counter to help in performing last rites in case relatives/dependents decide to cremate the body there itself.
  - ❖ Pass counter for issue of return journey pass.
  - ❖ Return journey facilitation counter to make arrangements for return journey.

## Stay of relatives/dependents of dead and injured

- Commercial supervisor or WI deputed with relatives/dependents should arrange for their stay and accommodation also.
- Depending upon the need, accommodation in hotels/dharamshalas should be hired for accommodating passengers.
- Arrangements should be made for their meals etc.

## Performance of last rites

- In many cases relatives/dependents decide to perform the last rites at the place of accident itself.
- Necessary assistance should be rendered to relatives/dependents in locating:
  - ❖ the nearest cremation or burial ground as the case may be.
  - ❖ shopkeepers who sell necessary material for funeral rites
  - ❖ priest for performing the ceremony.
- The above information should be conveyed to relatives/dependents and transport provided for carrying the body.
- Commercial supervisor or WI should help the relatives/dependents in this endeavor.

## Departure of relatives/dependents of dead and injured

- Assistance Centre at site should have counters to help the relatives/dependents plan their return journey.
- Personnel branch staff at the Assistance Centre at site should be available for issuing complimentary passes for their return journey.
- Reservation of berths should be provided on trains.
- Extra coaches should be attached to trains going to the destination station for the next two or three days. These extra coaches should be brought in locked condition from the originating station.

- Space should be reserved in SLRs carry dead bodies in coffins, etc. in case they so desire.

## **Guidelines for commercial department at the site of accident to deal with affected passengers**

### **1. Ex-gratia Payment :**

Ex-gratia payment to all injured passengers and next of kin of all deceased passengers (after identification) would be arranged expeditiously.

#### **i) Train accident/ Untoward incidents**

- |    |  |              |
|----|--|--------------|
| a) | In death case<br>(RB No. 93/TC111/122/1 dated 26.4.96) | - Rs.15000/- |
| b) | Grievous injury  | - Rs. 5000/- |
| c) | Simple injury<br>(RB No. 93/TC111/122/1 dated 17.7.97) | - Rs. 500/-  |

#### **ii) Manned Level Crossing**

- |    |   |             |
|----|---|-------------|
| a) | Death<br>(RB No. 93/TC111/122/1 dated 18.11.1999)         | - Rs.6000/- |
| b) | Grievous injury   | - Rs 2500/- |
| c) | Simple injury<br>(RB No. 93/TC111/122/1 dated 18.11.1999) | - Rs. Nil   |

iii) No Ex-gratia is to be given for trespassers, persons electrocuted by OHE & road users at Unmanned Level crossings.(Authority-RB No. 93/TC-111/122/1 dated 21.8.1995)

iv) Ex-gratia is admissible for Railway servants killed or injured by moving train while performing their duty. (Authority -RB No.93/TC-111/122/1 dated 21.8.1995).

v) Manner of arranging Ex-gratia to the victims:  
Payment should be sanctioned/arranged preferably on the spot by senior scale or higher official nominated by the General Manager. (Authority -RB No.93/TC-111/122/1 dated 21.8.1995)

### **2. Meal charges**

Cash payment of Rs.60/-per head per day.

### **3. Withdrawal from station earning**

- Money can be withdrawn from station earnings with personal sanction of a senior scale officer.
- Station pay order( withdrawal from station earnings) should be duly signed with official designation, indicating his name
- Proof whom the payment have been made and the reason for payment should be kept payee with revenue stamp.
- The accountal should be submitted to account officer within 15 days from the date of withdrawal

**4. Station earnings can be utilized for**

- i) Departmental expenditure necessitated by floods, accidents and earthquakes etc.
- ii) Handling charges for transshipments due to accidents.
- iii) Cost of transportation of sick and wounded persons to hospitals, when at small stations ambulances are not available.
- iv) Payment of expenses of special catering- when the imprest is exhausted in emergent cases only- duly authorized by an officer.
- v) Refund of fares on un-used and partially used tickets.
- vi) Ex-gratia payment to the person involved in train accident.
- iv) Payment not exceeding Rs.100/- in each case for shrouds to cover dead bodies of victims of accident on railway. The voucher required to be submitted along with counter signed by GRP official.
- v) Payment to licensed porters for carrying injured/dead bodies (Authority -Joint commercial and account procedure office order No. C156/4/14 dated 20.3.91)

**5. Free meal, water, tea snacks to affected passengers, injured, un-injured or stranded**

(Authority-Rly. Bd. Letter No. 69/safety-1/4/3 dated 22.9.1989)

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# CHAPTER – 9

## MEDIA MANAGEMENT

### Objectives

- To provide factual information to public with regard to accident.
- To convey any other information which is of use to passengers.
- To convey specific information which is of use to relatives/dependents of dead and injured passengers.
- To create a positive public opinion.
- To create a healthy relationship with the press and electronic media.

### Duties of Public Relations Organization

- CPRO and his team will collect whatever information is available and released it to the media within 60 minutes of intimation of accident.
- The information shall include telephone numbers of Helpline Enquiry Booths.
- Photographers with digital and video cameras should also be taken to the accident site.
- Responsible PR supervisors should be deputed during night shift for interacting with the media, if necessary.
- CPRO will organize press briefings at fixed timings.
- PR organization shall monitor various important media channels to keep track of media reporting. Suitable corrections/clarifications may also be issued, if required.

### Spokesperson

- Only GM, DRM and CPRO are competent to interact with press and electronic media.
- Apart from the above, any other officer authorized by GM is competent to interact or give interview to press and electronic media.
- They should ensure that only factually correct and confirmed information is relayed.
- No inflated or exaggerated version of any fact should be relayed to the media. No Railway man shall express or voice any criticism, or express his personal opinion or views about the accident, at any point of time.

### Information to be relayed to Press and Electronic Media

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

#### Accident

- ❖ Nature of the accident, i.e. date, time, exact location, train number, number of coaches involved, etc.
- ❖ Details of how the accident most probably occurred.

- ❖ Prima-facie cause of the accident will be relayed to media only with the approval of GM.
- ❖ Sabotage, even if suspected will not be relayed to media, without approval of Railway Board.
- ❖ Regular reports regarding progress of Rescue & Relief work.
- ❖ Expected date and time of restoration.

#### **Uninjured passengers**

- ❖ Steps taken to provided beverages, refreshments and first aid treatment to uninjured passengers.
- ❖ Steps taken by railway for clearance of uninjured passengers.
- ❖ Expected time of departure of front portion of the affected train.
- ❖ Expected time of arrival at the destination.
- ❖ Expected time of departure of rear portion of accident involved train.
- ❖ Its diverted route and expected arrival at the destination.
- ❖ In case empty coaching rakes have been arranged, then details of the same.

#### **Dead and Injured passengers:**

- ❖ Steps taken by Railway to render immediate medical attention
- ❖ Number of passengers rescued.
- ❖ Breakup of the injured passengers, both grievous and simple.
- ❖ Name of the hospitals where injured are being treated.
- ❖ Approximately how many patients have been admitted in each of these hospitals.
- ❖ Names of injured passengers.
- ❖ Communication facilities like cell phones, STD phones provided at these hospitals.
- ❖ Payment of ex-gratia.
- ❖ Facilities offered to relatives/dependents of victims, including free pass for journeys.
- ❖ Special trains being run for bringing relatives/dependents of dead and injured.
- ❖ Number of dead bodies recovered and number of bodies identified.
- ❖ Identification of dead bodies takes much longer since either:
  - they were traveling alone or;
  - their companions are injured and are not in a position to identify them, or;
  - their companions have also injured/dead.
- ❖ Under such circumstances it is possible to identify dead bodies only when relatives/dependents arrive.
- ❖ This aspect of identification of dead bodies and reasons for delay should be explained to the media.

## Helpline Enquiry Booths

- ❖ Setting up of Helpline Enquiry Booths.
- ❖ Details of Helpline Enquiry Booths:
  - Station where these have been opened.
  - Telephone Nos.
  - FAX Nos.
- ❖ Internet address of SECR on the Railnet website ([www.secr.railnet.gov.in](http://www.secr.railnet.gov.in))

## Train Services

- ❖ Details of train operation with regard to:
  - Diversion
  - Regulation
  - Rescheduling
  - Short termination
  - Cancellation
- ❖ Running of passenger specials for carrying relatives/dependents to the site of accident.

These trains will be started from the originating and destination stations of the affected train and will be given same stoppages en-route for picking up relatives/dependents.

- ❖ Expected departure time of relatives/dependents special from their originating stations.
- ❖ Refunds being granted in Helpline Enquiry Booths for passengers whose journey have been interrupted.

## Casualty figures

- ❖ In all accidents, as long as Rescue & Relief work continues, there is always a difference between casualty figures given by the railway and casualty figures quoted by the media.
- ❖ The reason for this difference is that railway gives figures based on actual number of dead bodies recovered, whereas media estimates casualty figures based on the damage visible.
- ❖ During Press briefings, this point should be clarified that till the present time, so many bodies have been recovered.
- ❖ However, it should also be made clear that casualty figures are likely to go up since rescue work is still continuing.
- ❖ Assessment regarding likely number of deaths and injuries may also be made if considered necessary. Such an assessment should be based on:
  - Total number of coaches involved.
  - Number of coaches searched.
  - Number of coaches yet to be dealt with.
- ❖ Particular reference should also be made to coaches that are crushed or that have climbed on top, and have not yet been searched.

### Press Briefings at accident site:

DRM or his authorized representative shall collect factual information from the Site Manager and relay the same to the media and HQ. Thus an on-line communication channel will be established to keep media informed of all the important details.

- ❖ CPRO or PRO should be available during press briefings in HQ.
- ❖ There should be a fixed time for press briefings so that there is no confusion regarding different versions given to separate channels at various points of time.
- ❖ Simultaneous press briefings should be held at accident site, at HQ, and at Division, as per the time intimated, so that the same version is given by all concerned.
- ❖ All media releases will be uploaded on the West Central Railway Website, and a separate web page will be opened to give specific information with regard to the accident. The priority of information release to various media will be as under:
  - TV Channels.
  - News Agencies like UNI, PTI.
  - Print Media.
- ❖ Convenience of media shall be taken care of by PR personnel with assistance of commercial representatives at site. Tour of media persons should be conducted to hospitals where injured are being treated.
- ❖ Commercial department should ensure that list of passengers who travelled by the accident involved train along with the list of dead and injured reaches the PR officials at the earliest.

### Telephone Numbers for Railway Accident Information

HQ of SECR and Bilaspur, Raipur & Nagpur divisions of South East Central Railway are allotted 4 digit DOT telephone No. 1072 for giving Railway Accident Information. Normally these telephones will be manned by controllers. During railway passenger train accident, these phones will be manned by commercial controllers of disaster management cell to provide information to public regarding type of train accident, place and time of accident, train/trains involved, affected Coach Nos., injuries/casualties etc.

#### Public Assistance Telephones

Sr. No.	Division/HQ	STD Code	Telephone No.
1.	Bilaspur	07752	1072 (4 Lines)
2.	Raipur	0771	1072 (4 Lines)
3.	Nagpur	0712	1072 (4 Lines)
4.	SECR/BSP	07752	1072 (4 Lines)

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## APPENDICES

### SCHEDULE OF POWERS FOR DISASTER MANAGEMENT

(Ref. : SOP Disaste Management matters April 2004)

S. NO.	Nature of Item	HLC Recom. No.	Designation	Power Delegated
1.	<p>Withdrawal of money from station earning for rescue and relief operations including hiring of vehicle, cell phones, purchase of medicines.</p> <p><b>Note:</b> - As far as possible multiple withdrawal of money from station earnings should be avoided for the same accident. This power at (a) &amp;(b) to be excised by the senior most administrative grade or branch officer at accident site/ station.</p>	34	<p>(a) AGM DRM/ADRM SAG officers including CMD</p> <p>Sr. DME/DME, Sr. DEE/DEE, Sr. DSTE/DSTE Sr. DEN/DEN Sr. DSO/DSO, Sr. DCM/DCM</p> <p>(b) MS/Sr. DMO/ DMO/ADMO/Station Manager (Gaz)</p>	<p>Full Powers. Full Powers. Full Powers.</p> <p>Up to Rs. 20,000/- per occasion.</p> <p>Up to Rs. 10,000/- per occasion.</p>
2.	Hiring of vehicle for rescue and relief operations, for use in accident related transportation work, and to medical officers, for treatment of injured passengers at non-railway hospitals.	30	<p>AGM SAG Officers including CMD DRM/ADRM/MS</p> <p>JAG/ Sr. scale</p>	<p>Full Powers. Full Powers. Full Powers.</p> <p>Up to Rs. 10,000/- per occasion.</p>
3.	On the spot payment to private hospitals for treatment of injured person arising out of accidents	32	<p>AGM SAG Officers including CMD DRM/ADRM/MS</p> <p>Sr. DMO/DMO/ADMO</p>	<p>Full Powers. Full Powers. Full Powers.</p> <p>Up to Rs. 10,000/- per occasion.</p>
4.	<p>a) Requisition medical assistance from civil sector, in case of disaster/ accident</p> <p>b) Purchasing of essential medical items/equipments including medicines not available at ART/ARME</p>	31&33	<p>DRM/ADRM, CMD MS/Sr. DMO</p> <p>DMO/ADMO/Station Manager (Gaz)</p> <p>Station Manager (Non Gaz) Station Master</p> <p>DRM/ADRM, CMD MS/Sr. DMO</p> <p>DMO/ADMO/Station Manager (Gaz)</p> <p>Station Manager (Non Gaz) Station Master</p>	<p>Full Powers. Up to Rs. 20,000/- Per occasion. Up to Rs. 10,000/- Per occasion.</p> <p>Up to Rs. 2,000/- Per occasion.</p> <p>Full Powers. Up to Rs. 20,000/- Per occasion. Up to Rs. 10,000/- Per occasion.</p> <p>Up to Rs. 2,000/- Per occasion.</p>

5.	Hiring of cell phone at accident site which has cell phone connectivity a) For Railway's use  b) For use of passenger at accident site, free of charge.	44	DRM/ADRM JAG/SS Officers  Station Manager (Gaz)  Station Manager (Non Gaz)/ Station Master  DRM/ADRM JAG/SS Officers  Station Manager (Gaz)  Station Manager (Non Gaz)/ Station Master	Full Powers. Up to Rs. 5,000/- per occasion. Up to Rs. 2,500/- per occasion.  Up to Rs. 1,000/- per occasion.  Full Powers. Up to Rs. 5,000/- per occasion. Up to Rs. 2,500/- per occasion.  Up to Rs. 1,000/- per occasion.
6.	Hiring and purchase of any material or equipment other than those listed at items 2 to 5 above which is required for quicker rescue operations at accident site.	35	AGM DRM/ADRM SAG Officers SG/JAG Officer  SS/JS Officers	Full Powers. Full Powers. Full Powers. Up to Rs. 20,000/- per occasion.  Up to Rs. 20,000/- per occasion.
7.	Purchase of spares and other equipments required for ART/ARME/BD Crane and for all equipments contained therein.	36&40	CME CRSE/CMPE DRM  Sr. DME/DME  CMD  MS/Sr. DMO in charge of ARME	Up to Rs. 10,000/- in normal circumstances and up to Rs. 50,000/- during accident.  Up to Rs. 5,000/- per item.  As form CME/CRSE/CMPE above  Up to Rs. 5,000/- per item.
8.	Standing purchase committee at HQ level and divisional level for purchase of spares/ equipments/other materials required for ART/ARMV/BD Crane.	37&38	At Divisional level, standing SPC will consist of Sr. DME/DME permanent members and Sr. DMO/DMO, Sr. DEE (G)/ DEE (G) & Sr.DSTE/DSTE as	
			additional members as per requirement. At HQ level standing SPC will consist of Dy. CME/HQ, nominated Dy. CSO and Dy. FA&CAO/G as permanent members and	

			and Dy. FA&CAO/G as permanent members and nominated Dy. CEE and Dy. CSTE-I as additional members as per requirement.	
9.	i) Creation of cash imprest for maintenance of ART/ARMV and crane without finance concurrence. ii) Creation of cash imprest for ARMV without financial concurrence.	39	AGM  CME  CMD for ARMV only.	Full powers.  Up to Rs. 25,000/-  Up to Rs. 5,000/-
10	To enter into AMC with OEMs or their authorised agents for supply of critical SRT/ARMV/ BD Crane/ Re-railing equipment and their maintenance.	94	AGM CME CMD for ARMV only CRSE/CMPE CMS/MS for ARMV only  Sr. DME/DME as BO	Full powers. Full powers. Full powers. Full powers. Up to Rs. 25,000/- In each case.  Up to Rs. 25,000/- In each case.
11.	Purchase of critical spares from approved sources only for equipments like Air Breathalyzer, Electrical cutting equipment, Inflatable tower etc. required for ART/ARME.	95	AGM DRM/ADRM SAG Officers  Sr. DME/Ind. DME MS/ Sr. DMO	Full powers. Full powers. Full powers.  Up to Rs. 25,000/- In each case.

**NOTE: -**

Powers under items 1 to 6 are meant for use only in case of Railway accidents in respect of passengers or Railway staff injured/killed in such accidents (except at unmanned Railway Crossings). These powers may also be used in case of natural calamities in respect of Railway staff/ passengers. Financial propriety should be kept in mind 1. by officials who have been delegated these special financial powers in case of accidents/ natural calamities.

1. No circulars/ Orders restricting the purchase procurement/ powers contained for ART/ARMV/Crane equipment shall be applicable unless specifically issued by Railway Board (MM+FC) or otherwise amended by GM/SECR.
2. Any authority exercising any of these power will be personally responsible for:
  - a) Full accountal of any withdraw of money form station earnings.
  - b) Maintaining as account of expenditure incurred by him exercise of these powers.
  - c) Submitting such accountal of all such cases incurred by him within a calendar month for scrutiny at HQ by an empower committee consisting of CME and FA&CAO.

\* \* \*

## EMPOWERING GM AND DRMS TO REQUISITION HELICOPTERS/ AEROPLANES

(Ref – Board's letter no. 2002/Safety-1/6/6, date 13.06.2004)

Zonal Railway have been delegated powers to requisition helicopter/aeroplane for expeditious action in the vent 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/aeroplane 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 trams to the site of the accident.

It is difficult to stipulated 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 officer 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.

Normally, in case of an accident of an accident only one helicopter should be requisition 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.

- i. 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 referred letters.

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

\* \* \*

**IMPORTANT CONTACT NOS. FOR DEALING ON DISASTER  
MANAGEMENT**

- a) **National Disaster Management Control Room, Room No. 12, North Block**

Tele No. (Code 011)	23092885, 23092348, 23092923, 23093563 23093564, 23093566, 23093571
Fax	23093750

- b) **Joint Secretary, National Disaster Management Division, Ministry of Home Affairs and Central Relief Commissioner**

Tele No. (Code 011)	23092456
Mobile	9810093411

- c) **Director National Disaster Management-II**

Tele No. (Code 011)	23092705 (O)
Mobile	9891878732

- a) **Deputy Secretary, National Disaster Management-I**

Tele No. (Code 011)	23092961 (O)
Mobile	9811061089

**Ministry of Defence**

Director/Air/Ministry of Defence	23011872 (O)
Director/Ministry of Defence	23011896 (O)
JS/Air/Ministry of Defence	23011410 (O)
Control Room of Defence Ministry (INCP) (Group Captain /Brigadier )	23005133
Department of Ops Lgs, INCP HQ IDS	23005226 (fax)
Ministry of Defence, Gate No. 11, South Block, New Delhi-110011	23005226 (fax)
(INCP – Interim National Command Post)	

## Armed forces units to be contacted for assistance in case of a disaster

1.	Station HQ – Kamptee (for Nagpur division and Raipur division)	07109-288591 07109-288592 07109-288593 07109-288594
2.	Station HQ – Bhopal (for Bilaspur division and Raipur division)	0755-2706510
3.	Nodal Points for various HQ that can be contacted in case of Railway Disaster are as follows: -	
a)	Duty Officer (Maritime Operation center) H.Q. – Mumbai.	022-22630344
b)	Duty Officer (Maritime Operation Center) HQ - ENC, Visakhapatnam	0891-2577240
c)	Duty Officer (Maritime Operation Center) H.Q. – SNC, Kochi.	0484-2662793

### AIR SUPPORT

#### Telephone numbers of State Authorities

S. No.	Designation	Phone No.
1.	Director Aviation, Chhattisgarh, Raipur	0771-2221305 (O) 0771-2422416 (R) 0771-2221306 (Fax)
2.	Chief Pilot, Directorate of Civil Aviation.	09425216471

## LIST OF HELICOPTERS OPERATED BY NON-SCHEDULED OPERATORS

Sr. No.	Address	Contact Person & Telephone No.	Type of helicopter	Seat Cap	Nos. of H.C.	Rate per Hours (Budgetary Rates) Approx
1.	Pawan Hans Helicopters Ltd. Safdarjang Airport New Delhi-110003	Shri O.L. Sharma Chief Protocol Officer Ph. (O) : 22083158, 23074780 Mob. : 9820257585	Dauphin-2	13	21	Rs. 84,450/-*
			Bell-206 L4	06	03	Rs. 49,450/-*
			Robinson	04	02	Rs. 27,550/-*
			MI-172	26	03	Rs. 1,40,750/-*
2.	Azal India Pvt. Ltd. Azal House-37, St. Francis Road, Vile Parle (West) Mumbai-400056	Shri Sidharth Parkash GM (Comm.) P.No. : 91-22-26186155	Bell 407	06	02	Rs. 49,450/-*
			Bell-412	13	07	Rs. 1,25,000/-*
3.	Escorts Ind. Ltd. 15/5, Mathura Road, Faridabad-121003	Shri Pritam Narang Dy. GM (Aviation) P.No. : 129-2250012, 2250222, Mob. : 9810153734, 9810009128, 9810403897	Bell-407 (AC)	05	01	Rs. 52,000/-*
4.	Span air Pvt.Ltd. Vijaya, First Floor, 17 Bara Khmaba Road, New Delhi-110001	Shri Rakeshwar Dayala Chief (Executive) P.No. : 0744-2440566 Mob. : 9810119153	Bell-407	05	01	Rs. 57,000/-*
5.	Deccan Aviation Pvt. Ltd. 53, First Floor, Infantry Road, Banglore-560001	Lt. Col. Arun Rao SM (Rtd.) Mob. : 918085635225	Bell-206 (Jet. Ranger)	04	01	Rs. 45,000/-*
6.	U.B. Air Pvt.Ltd. Hanger No. 6/A, Juhu Aerodrum S.V. Road, Mumbai-400054	Capt. A.D. Nayak P.No. : 26163274, 26161946	Bell-412	09	05	Rs. 1,20,000/-*
7.	Trans Bharat Aviation B-212/13 Somdutt Chamber's 1, Bhikaji Cama, Place, New Delhi-110066	Shri Brig. J.M. Lal, Vice President, P.No. : 0091-11-6181824, 6181825, 6181826, Mob.: 9811910115	Bell-206	04	02	Rs. 39,000/-*
			Bell-407	06	01	Rs. 55,000/-*
8.	Raymond Ltd. Millon-Air Mahendra Towers, B-Wing, 2nd Floor, P.B. Marg Worli, Mumbai-400018	Shri Pervez Antia GM (Comm.) Ph. : 022-56609841-44 56609999	Ecureuil AS 355 N. (AC)	05	01	Rs. 61,000/-*
			Bell-206 L-3 (AC)	05	02	Rs. 51,000/-*
9.	Rajasthan Govt. Jaipur	Secretary General Administration Department Group-6 Secretrate, Jaipur P. No. : 0141-2227103 0141-5116190	-	-	-	Rs. 60,000/-*
10.	India Aeronautical Services Pvt. Ltd. Malkani Chambers Off Nehru Road Near Domestic Airport Mumbai-400 099	Shri Pradeep Thampi Director Admn. Ph. : 91-22-613-4411 9821021255, 9820043432 Fax : 91-22-8370152 91-22-6058536/8370152 E-mail : ias@iasindia.com	Citation Jet King Air C-90 King Air B-200 Pilatus Bell 206, 212, 407 Ecureull, Helicopters			Rs. 75,000/- to Rs. 1,50,000/-

\* Total Charges are hours charges plus:

1. TA+DA of Crew Rs. 10000-15000/-
2. Waiting Charges Rs. 1500-2500 Per hr.
3. IATT 15% - Nil for Railways.

**LOCATIONS WHERE A SMALL PLANE OR A  
HELICOPTER CAN LAND**

<b>LOCATION</b>	<b>PHONE NO.</b>
MANA AIR PORT- RAIPUR	0771-2418201
CHAKRABHATA - BILASPUR	
RAVI SHANKER STADIUM	0788- 2322655 (OFF) 2322002 (RES)
NANDINI AIR PORT- BHILAI	RLY. PHONE – 76760
CISF GROUND DALLIRAJHARA	SDM - 07748-284403, CSP – 07748 – 283237 (R)
SR. DGM - RAJHARA MINES	07748 – 283562 (O) 07748 – 283706 (R) 07748 - 257222
INDIAN AIR LINES	0771 - 2418110

## AGENCIES HAVING ROAD CRANES AND BULLDOZERS

### BILASPUR DIVISION

	Office	Residence
Kalra Company, Ambikapur Road MDGR	241287	242293
Anil Verma - MDGR	-	241408
Sushil Kr. Agrawal - MDGR	241125	242182
Radeshym Khediya - BJRI	-	264229
SECL, Jamuna Sdg - KTMA	-	-
SECL, BSPR Sdg - BSPR	264206	264221

### RAIPUR DIVISION

SL.NO	NAME	TELEPHONE NO.
01.	DIXIT DOARS, RAIPUR	0771-3108002,2254520,5060110 @ 2254808 MOBILE: 9425208002, 9425208003
02.	NAGARNIGAM, RAIPUR	0771-2535780, 2535790
03.	RAMESH CONSTRUCTION, BILASPUR	07752-504470, Mobile- 09425220468
04.	SARVAN SINGH, RAIPUR	Mobile-9827142360, DOT - 0771-2562154
05.	MAHALAXMI TRADERS HARISH JSK/BHILAI	(O) 2224202, 2357323 CODE 0788 (R) 2356149
06.	HEAVY TRANSPORT COMPANY, SRI BEERA SINGH/MG MARKET /G.E.ROAD/BHILAI	0788-2224458 AIR TEL 5030286, 5033131 MOBILE 9827152855, 9827191402.

### NAGPUR DIVISION

S.No	STATION	OROANISATIONS HA VINO ROAD CRANES	TELEPHONE NOS	
			OFFICE	RESIDENCE
01.	BalaWiat	CMMO Balaghat	07632-241377	
02.	Bhandara	Sunflage Iron and steel	07184-285551	
03.	Chanda Fort	Municipal corporation Chandrapur , corporation Ballarpur		
04.	Chhinwara	Khalasa Auto Engineering	07162-245066 .9827245466	245202
05.	Gondia	Local truck Asociation	07142 -223236 ,22616	
06.	Howbagh	Municipal corporation	07612403023	
07.	Rajnandgaon	Municipal corporation	07744-501101	
	Nagpur	The Crane Transport ShriNaresh Soni	9890010009	
		Mr.A.K.Sehgal	9370590721	
		Chawala Transport Shri Y ogesh Chawala	9822219790	
		LJP Transport Shri Rajesh Chawala	9423104741	

# FIRE FIGHTING FACILITY

## FIRE FIGHTING FACILITY NUMBERS ON BILASPUR DIVISION

S/No.	STATION	TELEPHONE NO.
01.	BILASPUR	07752-101
02.	RAIGARH	07762-101
03.	JANJGIR	07817-101
04.	CHAMPA	07819-222097
05.	KORBA	07759-101/222033
06.	SHAHDOL	07652-245175
07.	UMARIA	07653-101
08.	SUNDARGARH	07752-101
09.	JHARSUGUDA	06645-101/272715

## FIRE FIGHTING FACILITY NUMBERS ON RAIPUR DIVISION

S/No.	STATION	TELEPHONE NO.
01.	FIRE BRIGADE STATION/RAIPUR	101
02.	SUPDT/FIRE BRIGADE/RAIPUR	0771- 2421201,2427959,3090101
03.	BHILAI STEEL PLANT FIRE STATION CONTROL	95-788-892222, 95-788-2223, Air Tel - 5036101, 3090101
04.	FIRE BRIGADE CONTROL ROOM/DURG	95-788-2355166
05.	FIRE BRIGADE/DHAMT ARI	07722-237701,101,240701
06.	FIRE BRIGADE/BILASPUR	101
07.	FIRE BRIGADE/DRZ (BSPC)	07748-284155
08.	MUNICIPAL CORPORATION, BYT	07726- 220368

## FIRE FIGHTING FACILITY NUMBERS ON NAGPUR DIVISION

S/No.	STATION	TELEPHONE NO.
01.	BALAGHAT	07632-241377
02.	BHANDARA	07184-242400
03.	CHANDRAPUR	07172-101/255650
04.	CHINDWARA	07162-101/222345/222195
05.	DURG	0788-2220125
06.	GARHCHIROLI	07132-101
07.	GONDIA	101, MOBILE: 94221 16975
08.	HOWBAG JABALPUR	0761-101
09.	MANDALA	07642-251078
10.	NAGPUR	0712-101/2567032
11.	RAJNANDGAON	07744-101
12.	SEONI	07692-220512

## IMPORTANT TELEPHONE NOS. OF SECR HEADQUARTER OFFICERS

Designation	RAILWAY		BSNL/AIRTEL	
	Office	Res	Office	Res
<b>GENERAL ADMINISTRATION</b>				
General Manager	62400	62401	247000 232004	247001 232005
Secretary	62402	62403	247002	247003
AGM	62135	62103	410307	410308
SDGM	62404	62405	414229	415321
DGM-G	62408	62409	413008	413009
<b>COMMERCIAL</b>				
C.C.M	62142	62143	416285	414264
C.C.M.-F & S	62150	62151	414377	415402
C.C.M.-G	62144	62145	415403	415308
Dy.C.C.M - HQ	63233		416287	415531
Dy.C.C.M	63636			
<b>CIVIL ENGINEERING</b>				
C.E	62120	62121	410885	414031
CTE	62122	62123	409009	286569
CBE	63425		415572	415575
CGE	62172	62173	410349	410350
Dy. C. E. - Gen.	62864	62865	415603	413782
Dy. C.E. -Bridge	62128	62129	410440	410441
Dy.CE -TP	63386	63387	415548	414271
Dy.C.E. -T M	63220		415507	415504
Dy. CE Track	63223		410999	
Dy.CE- SOR & IT	63343		415385	
<b>E.D.P.CENTER</b>				
Sr. E. D. P. M.	62238	62239	247138	247139
<b>ELECTRICAL</b>				
CEE	62090		410305	415564
CELE	63404	63467	415533	415301
CEDE	63416		415558	416134
CEGE	63406	63487	415547	415273
DY.CEE-HQ-II	63245		415277	415333
Dy.CEE(Gen.TRD)	63354		414698	415585
<b>FINANCE</b>				
FA & CAO	62130	62131	414021	
FA & CAO - WST	62112	62113	408483	415601
Dy.FA&CAO -F&B	63212		415529	414616
Dy.FA&CAO-Gen	62852	62967	414599	414576
Dy.FA&CAO -WST	63396		414150	415556
Dy.FA&CAO	63584			
<b>INFORMATION TECHNOLOGY</b>				
C M - IT	63472		413555	415549
DY CM - IT	62188		416988	416999

<b>LAW</b>				
Assistant Law Officer	63398			
<b>MECHANICAL</b>				
CME	62135	62136	410307	410308
CRSE(Coaching)	62176		414710	414818
CRSE(Freight)	63402	63426	415540	410339
CMPE	63384	63365	415571	413771
Dy.CME/HQ	62827		510308	
Dy. CME-II	63201		415506	415502
<b>MEDICAL</b>				
C.M.D.	63252	63253	414595	410886
Dy.C.M.D.	63380		409202	415347
Dy.C.M.D.	63499		401148	406063
<b>OPERATING</b>				
COM	62160	62161	410991	415396
			414848	414375
CFTM	62162	62163	410992	415397
CPTM	63614		415584	
Dy COM - Coaching	62462	62463	410985	415398
Dy COM - Goods	63278	63104	415576	415570
Dy. COM-FOIS	63618			415524
<b>PERSONNEL</b>				
CPO	62152	62153	415172	415201
Dy.CPO	63218		414471	415528
Dy.CPO (GAZ)	63468		415604	407623
<b>PUBLIC RELATIONS OFFICE</b>				
CPRO	62408	62409	413008	413009
<b>SAFETY</b>				
CSO	62174	62175	515404	415120
Dy. CSO (S&T)	63462	62993	405651	247375
Dy. CSO (Civil)	62758	---	413911	---
Sr.Safety Officer (Elect.)	63330	----	415521	271019
Sr.Safety Officer (Tfc)	-----	63331	213022	403424
<b>SECURITY</b>				
CSC	62148	62149	414819	414891
Dy CSC - RPF	63254	63255	410890	415369
<b>SIGNAL &amp; TELECOM</b>				
CSTE	62180	62181	415274	415586
CSE	62182	62183	268130	409285
CCE	62490		268003	419123
Dy.CSTE-CNM	62184		417165	417166
Dy. CSTE -Sig	62903	62915	416510	416515
<b>MICROWAVE</b>				
SSTE - MW	62480		239545	280200
<b>STORES</b>				
COS	62146	62147	415203	415307
CMM	63466		410886	415602
Dy. CMM-I	63514		268044	268046

Dy. CMM-II	62018		414561	
Dy. CMM-IT	63277	63032	415302	410892
Dy. CMM-(G)	63329		414556	242559
Dy. CMM-III	63501		268503	415300
<b>VIGILANCE</b>				
Dy.C.V.O (Engg.)	62228	62229	414753	414748
Dy CVO (Store)	63251	63506	414587	415509
Vigilance Officer(T)	63513	62235	415074	406583
<b>CENTRAL CONTROL</b>				
ATM Central Control	63270	63264	247009	403181
Chief Controller	63080			
Commerical Controller	63231, 63232		416286	
Electrical -TLC	63241			
Electrical	63242			
Engineering	63221, 63222			
Mechanical	63271		410891	
Ch. DPC	63272-63459		410803	
Ch Carriage controler	63461			
Dy.Chief Controller	62166			
Coaching Controller	62167		410887	
Security Control	63094		414025	
Sig & Tele	63281, 63282			
Nagpur Hot Line	52400			
Raipur Hot Line	72160			
<b>CONSTRUCTION ORGANISATION</b>				
<b>ENGINEERING</b>				
CE - Con	62290	62291	400522	414286
Dy. CE - Con - I	62292	62293	268710	223541
Dy. CE - Con - II	62294	62295	401450	232137
Dy. CE (Plg.)	62495		410707	413797
DEN ( C-HQ )	62442	63229	415560	415505
<b>ELECTRICAL</b>				
CEE-Con	62994	62995	416152	415273
DY. CEE -I-Con	62248	62249	268380	232883
Dy CEE - Con-II	63474		403275	414530
DEE (Con) - II	63199			
DEE/Con-II/Raipur	72248	72249		
DEE/Con-II	63199			
<b>FINANCE</b>				
FA & CAO - Con	62410	62411	415618	415619
Dy. FA & CAO	62412	62413	415620	415621
<b>PERSONNEL</b>				
SPO - Con	62492	62395		416546
<b>SIGNAL &amp; TELECOM</b>				
CSTE - Con	62300	62301	268053	268131
CSTE-Project	63800		417532	417565
Dy.CSTE - Con - I	62992	62993	268149	268375
Dy.CSTE - Con -II	62468	62834	268207	268207

**LIST OF BSNL TELEPHONE NUMBERS OF STATIONS OF  
BILASPUR DIVISION**

<b>Sr. No</b>	<b>Station</b>	<b>Code</b>	<b>Ph. No.</b>
1.	IB	0663	2002573
2.	BRJN	06645	240496
3.	LJKR	0663	2002596
4.	BPH	06645	251136
5.	HGR	06621	285480
6.	JMG	07762	240825
7.	KRL	07762	240826
8.	RIG	07762	223050
9.	KTDR	07762	240839
10.	BEF	07762	240840
11.	ROB	07762	240976
12.	KHS	07762	272025
13.	JDI	07762	267859
14.	SKT	07757	233375
15.	BUA	07757	278228
16.	CPH	07819	245967
17.	NIA	07817	222258
18.	AKT	07817	252230
19.	LATIA	07817	202335
20.	JRMG	07752	273763
21.	GTW	07752	286391
22.	BSP	07752	221515
23.	BPRH	07819	281358
24.	KTHD	07819	281359
25.	MWRN	07759	280299
26.	SRBA	07759	280298
27.	URGA	07759	280297
28.	JUNADIH	07815	285706
29.	KRBA	07759	280299
30.	GAD	07957	280764
31.	KUSUMUNDA	07759	282022
32.	USL	07752	221238
33.	GTK	07753	283295
34.	KLTR	07753	281176
35.	KGB	07753	253221
36.	SLKR	07753	281165
37.	BIG	07753	257231
38.	TGQ	07751	272188
39.	KOI	077751	287160
40.	SBRA	077751	287159
41.	PND	07751	250639
42.	VKR	07659	261352
43.	JTI	07659	262238

Sr. No	Station	Code	Ph. No.
44.	APR	07659	222083
45.	AAL	07652	292700
46.	BUH	07652	260042
47.	CHDX	07652	208095
48.	SNGP	07652	208012
49.	SDL	07652	245090
50.	BDWA	07652	208096
51.	GGT	07655	273285
52.	BRS	07655	233235
53.	NRZB	07653	268228
54.	KKI	07653	261292
55.	UMR	07653	222213
56.	RPD	07626	276331
57.	JLW	07622	263663
58.	CHD	07653	267598
59.	NKJ	07622	235627
60.	CHRM	07771	261139
61.	PRDL	07771	281263
62.	BRND	07771	281072
63.	BJRI	07658	264577
64.	KTMA	07658	233131
65.	MDGR	07771	241401
66.	UKR	07771	281003
67.	NGE	07836	282117
68.	DTL	07771	281265
69.	TGH	0771	266493
70.	BSPR	07775	265334
71.	BPH	06645	251137
72.	KTO	07775	286021
73.	SJQ	07775	286132
74.	ABKP	07774	230010
75.	KLPG	07774	231811
76.	KJZ	07775	286026
77.	BRH	07836	282140
78.	MZH	07659	296236
79.	BATL	07658	280285
80.	KGS	07751	272431
81.	BHTK	07751	272451
82.	HRB	07751	287381
83.	CLF	07659	296201
84.	NIQ	07659	296235
85.	LOA	07653	222012
86.	VYK	07626	280084
87.	MDXR	07655	280518
88.	TGH	07771	266493
89.	DAO	06621	285504

**LIST OF BSNL/RLY TELEPHONE NUMBERS OF STATIONS  
OF RAIPUR DIVISION**

SL NO.	STATION	DOT NO	RLY NO
01	DRZ	07748-284154	
02	KYS	07748-259139	
03	BXA	07749-222006	
04	LBO	07749-261316	
05	GDZ	0788-2658277	
06	RSA	0788-2710555	
07	MXA	0788-265208	76668
08	DUG	0788-2353266(SS) 2322059(ENQ.)	75260(O) 75261®
09	BQR	0788-2356188	
10	BPHB	0788-2353098	
11	BIA	0788-2356166	76666
12	'H' CABIN	0788-2256015	76330
13	'D' CABIN		76363
14	'A' CABIN		76361
15	'C' CABIN		76362
16	'E' CABIN		76364
17	'F' CABIN		76365
18	'G' CABIN		76366
19	'I' CABIN		76368
20	'M' CABIN		76369
21	'P' CABIN		76250
22	'K' CABIN		76761
23	KMI		76638
24	SZB	0771-2250828	
25	RAIPUR	0771-2525018(SS) 2525830	72360(O)/7236 1®/CSM 72364 DY.SM
26	URK(M)	07771-2250827	
27	MDH	07721-266344	
28	SLH	07721-262295	
29	BKTH(W)	07721-261411	
30	TLD	07721-233961	
31	HN	07721-273333	
33	BYT	07726-220229, 221348	
33	NPI	07726-2822211/ 240495	
34	DGS	07752-286234	
35	BYL	07752-284183(SS)	
36	DPH	07752-286417	

## LIST OF BSNL TELEPHONE NUMBERS OF STATIONS ON NAGPUR DIVISION

STATION	CODE	PHONE NO	STATION	CODE	PHONE
AMGAON	07189	225254	LINGA	07162	277091
ARJUNI	07196	220133	LODHIKHERA	07165	228476
BAKAL	07744	282939	MANDLA - FORT	07642	253643
BALAGHAT	07632	244131	MULMARORA	07174	220221
BARGI	07612	860542	MUNDIKOTA	07198	257601
BHANDARA ROAD	07197	285500, 285537	NAGARWARA	07634	270585
BHIWAPUR	07106	232240	NAGBHIR	07179	240036
BHOMA	07692	238429	NAINPUR	07646	240343
BINAIKI	07693	214148	PALARI	07632	233325
BRAHMAPURI	07177	272015	PINDRAI	07646	274506
CHANDA - FORT	07172	225018	RAJNANDGAON	07744	224360
CHAREGAON	07634	272532	RAJOLI	07174	263430
CHHINDWARA	07162	230244, 230233	RAMAKONA	07165	275719
DEWALGAON	07196	228031	RAMTEK	07144	255002
DONGARGARH	07823	232316	REWRAL	07115	233573
DURG	07882	322059	SALEKASA	07187	240031
GANGAJHARI	07182	285059	SAMNAPUR	07632	283502
GHUNSORE	07693	280027	SAONER	07113	232216
GOBERWAHI	07183	220222	SAUSAR	07165	220039
GONDIA	07182	222981 221667	SEONI	07692	220533
GUWARIGHAT	07612	667149	SHIKARA	07693	273401
HIRDAMALI	07187	231001	SINDEWAHI	07178	288230
HOWBAGH	07612	313928	SONDAD	07186	232128
ITWARI	07122	764324	SUKRIMANGELA	07612	867795
KACHEWANI	07198	251041	THARSA	07115	238675
KALUMNA	07122	680711	TIRODI	07630	276730
KAMPTEE	07109	288227	TIRORA	07198	254022
KANHAN	07102	236217	TUMSAR -ROAD	07183	232246
KARABOH	07166	222129	TUMSAR -TOWN	07183	232310
KATANGI	07630	250131	UMRANALA	07162	275142
KELOD	07113	256705	UMRED	07116	242008
KEOLARI	07694	235238	WADSA	07137	272043
KHAPRIKHEDA	07113	268135	WARASEONI	07633	253022
KUHI	07116	222235			
LAMTA	07634	254222			

**IMPORTANT TELEPHONE NOS. OF BILASPUR DIVISIONAL**

**OFFICERS (SECR)**

Designation	Railway		BSNL/T-Tel		Mobile
	Office	Residence	Office	Residence	
DRM	62200	62201	247100	247101	9425221125
ADRM	62202	62203	247102	247103	9425221126
MS (Incharge)	62470	62471	247081	247071	9425221133
Sr.DSO	62266	62267	247166	247167	9425221106
Sr.DOM	62260	62261	247160	247161	9425221107
DSC	62250	62251	247150	247151	9425221139
Sr. DEN(Co-ord)	62220	62221	247120	247121	9425221141
Sr.DEN(E)	62420	62421	247126	516577	9425221144
DEN(CIC)	62226	62227	502430	247127	9425221142
DEN(N)	62422	62423	500310	510325	9425221146
Sr.DME	62270	62271	503555	247171	9425221129
Sr.DEE(OP)	62242	62243	247142	516991	9425221123
Sr.DSTE	62280	62281	247180	247181	9425221138
Sr.DEE(G)	62440	62441	247144	247145	9425221124
Sr. DCM	62230	62231	247130	247131	9425221127
Sr.DEE(TRD)	62240	62241	247140	247141	9425221122
Sr.DPO	62430	62431	247030	247031	9425221128
Sr. DFM	62210	62211	247110	247111	9425221109
Sr.DMM	62208	62209	500604	247109	9425221221

# IMPORTANT TELEPHONE NOS. OF RAIPUR DIVISIONAL

## OFFICERS (SECR)

OFFICERS	RLY Phone no.		DOT Phone no		Mobile
	Office	Residence	Office	Residence	
DRM	72200	72201	2522200	2521720	9425221155
ADRM	72202	72203	2252202	2524203	9425221156
Sr. DOM	72260	72261	2252260	2524547	9525221171
Sr.DEN (Co)	72220	72221	2252220	2250837	9425221157
Sr.DME	72270	72271	2252270	2523610	9425221168
Sr.DEE (TRD)	72240	72241	2252240	2284412	9425221164
DEE (OP)	72242	-	2252242	2525868	9425221165
DEE (G)	72440	72441	2252244	2284808	9425221166
Sr.DSO	72266	72267	2252264	2522630	9425221173
Sr.DSTE	72280	72281	2252280	2250836	9425221181
Sr.DCM	72230	72231	2252230	2251836	9425221169
DEN-II	72222	73171	2252227	5048265	9425221158
Sr.DEN-I	72224	72225	2252222	2522581	9827087464
Sr.DME (D)	72630	72631	2526351	2551104	9425221168
DSC	72250	72251	2252250	-	9425221216
Sr.DFM	72210	72211	2252210	2520511	9425221154
DPO	72430	-	2252290	2521280	9425221175
DCM	72232	72233	2252232	-	
MS	72470	76301	2255101	2255935	9827198134
SR.DEE (TRS)	76240	75241	2255343	2322614	9425221153

**List of Telephone Numbers of Nagpur Divisional  
Officers (SECR)**

DESIGNATION	RLY		BSNL		Mobile No.
	OFF	RES	OFF	RES	
D.R.M.	52200	52201	2561939	2565767	9406195000
A.D.R.M.	52202	52203	2565224	2565596	9406195001
C.M.S.	52470	52471	2561016	2563344	9406195500
SR.D.C.M.	52230	52231	2562868	2565337	9406195300
SR.D.M.E.	52270	52271	2560427	2565604	9406195700
SR.D.O.M.	52260	52261	2561917	2565984	9406195600
SR.D.S.T.E.	52280	52281	2560638	2561191	9406195800
SR.D.E.N (CO)	52220	52221	2561435	2561602	9406195200
SR.D.E.N. (C)	52224	52225	2560430	2551373	9406195205
SR.D.E.N (E)	52226	52227	2565851	2561493	9406195201
D.E.N. (S)	52420	52421	2561377	2557746	9406195206
D.E.N. (N)	52228	52229	2561723	2564881	9406195202
SR.D.E.E.(TRD)	52240	52241	2544226	2565172	9406195400
SR.D.S.O	52266	-----	2545608	2245819	9406195925
D.E.E.(OP)	52242	52243	2561667	2565918	9406195451
SR.D.E.E (G)	52440	52441	2565850	2565216	9406195405
SR.D.F.M.	52210	52211	2560587	2562297	9406195050
Sr. D.P.O.	52450	52451	2560428	2540899	9406193550
D.S.C.	52250	52251	2560707	2560458	9406195950
DY.C.M.E. (W/S)	52272	52273	2561429	2560843	9406195701

**TELEPHONE NUMBERS OF CIVIL AUTHORITIES OF  
BILASPUR DIVISION**

<b>DISTRICT: BILASPUR</b>		<b>Code: 07752</b>
<b>Designation</b>	<b>Office</b>	<b>Residence.</b>
Collector	223344	223322
Supdt. of Police	223330	223333
Fire Brigade	101	
Police Control Room.	225961,100,228504	
District Medical Officer	245653,	225535
Dist Hospital	226285,30910	
Ambulance	102,	
District Forest Officer	226082,231228/255272	
Regional Transport Office	-	225915
Bus stand enquiry.	245334	

<b>DISTRICT: RAIGARH</b>		<b>Code: 07762</b>
<b>Designation</b>	<b>Office</b>	<b>Residence</b>
Collector	2221 03/2221 04	222101
Suptd of Police	223333	222244
Fire Brigade	101	
Police Control Room	100	
District Medical Officer	222746	
District Hospital	224780	
Ambulance Services	102	
District Forest Officer	222193	222233,222178
Road Transport Corp Manager	224345,222843	
Regional Transport Office		
Bus Stand Enquiry	223098	

<b>DISTRICT: JANJGIR-CHAMPA</b>		<b>Code: 07817/07819</b>
<b>Designation</b>	<b>Office</b>	<b>Residence</b>
Collector	222208	222276
Suptd of Police	222153	222048
Fire Brigade	101, 222097	-
Police Control Room	100	-
District Medical Officer	222416	222592
District, Hospital	222064	-
Ambulance Services	102	
District Forest Officer	244388	244402
Road Transport Corp Manager	244103	
Regional Transport Office		-
Bus Stand Enquiry	244105	-

<b>DISTRICT: KORBA</b> Code: 07759		
<i>Designation</i>	<i>Office</i>	<i>Residence</i>
Collector	222886	222486
Suptd. of Police	224500/221340	224505
Fire Brigade	101, 222033	-
Police Control Room	100, 221800	-
District Medical Officer	-	-
District Hospital	221044	-
Ambulance Services	102	-
Regional Transport Office		
Bus Stand Enquiry	221700	

<b>DISTRICT: SHAH DOL</b> Code: 07652		
<i>Designation</i>	<i>Office</i>	<i>Residence</i>
Collector	240411	241300/24 0300
Suptd of Police	245100	245101
Fire Brigade	245175	-
Police Control Room	245108/100	-
District Medical Officer.	245108/100	-
District Hospital	245256	240319
Ambulance Services	240394	-
District Forest Officer	102	-
Road Transport Corp Manager	245277	240167
Regional Transport Office	240305	-
Bus Stand Enquiry	230188	-

<b>DISTRICT: UMARIA</b>		
<i>Designation</i>	<i>Office</i>	<i>Residence</i>
Collector	222600	222700
Suptd of Police	222164	222165
Fire Brigade	101	-
Police Control Room	100, 222713	-
District. Medical Officer	222314	-
District Hospital	222314	-
Ambulance Services	102	-

<b>DISTRICT: SUNDARGARH    STD Code: 07752</b>		
<i>Designation</i>	<i>Office</i>	<i>Residence</i>
Collector	272225	273344
Suptd. of Police	273324	273338
Fire Brigade	101	-
Police Control Room	100	
District. Medical Officer	274354	
District Hospital	102	
Ambulance Services	102	
District Forest Officer	272243	273063
Road Transport Corp Manager	272287	

<b>DISTRICT: JHARSUGUDA    STD Code: 06645</b>		
<i>Designation</i>	<i>Office</i>	<i>Residence</i>
Collector	272802	270071
Suptd. of Police	70808	270888
Fire Brigade	101/272715	
Police Control Room	100/272736	
District Medical Officer	273105	272322
District Hospital	102/271125	
Ambulance Services	102	-
District Forest Officer	245571	

<b>DISTRICT: ANUPPUR    STD Code : 07659</b>		
<i>Designation</i>	<i>Office</i>	<i>Residence</i>
Collector	222400	263400
Suptd of Police	222001	-
Police Control Room	100/222028	-
Primary Health Centre	222693	-
Seva Sadan (Mission Hsp.	222125	-

<b>District: Ambikapur    STD Code: 07774</b>		
<i>Designation</i>	<i>Office</i>	<i>Residence</i>
Collector	220701	220700
Addl. Collector	223032	220257
Election officer	220876	223035
AB.A- Ambikapur	222706	225449
ARA. - Surajpur	266337	266360
A B.A - Ramanujganj	273534	273332
AB.A - Wardraf Nagar	271505	271509

## TELEPHONE NUMBERS OF CIVIL AUTHORITIES OF RAIPUR DIVISION

DISTRIC : DURG		CODE: 0788
Designation	Office	Residence
Collector	2322655	2322002
Suptd of Police	2322071	2322003
Fire Brigade (Bhilai Steel Plant )	2892222,2892223, AIR-TEL 5036101	
Durg Fire Brigade Control Room	2355151	
Police Control Room	100	
District Medical Officer	2322808	
District Hospital	2210773	
Ambulance Service	2322808	
District Forest Officer	2323686	2322312
Road Transport Corp Manager	2526063	
Regional Transport Officer	2324815	

DISTRIC: RAIPUR		CODE ;0711
Designation	Office	Residence
Collector	2426024	2423033
Suptd of Police	2426540	2233177
Fire Brigade	101	
Police Control Room	100	
District Medical Officer	2511201,2528481.	
District Hospital	102	
Ambulance Services	102	
District Forest Officer	2427640	2426580
Road Transport Corp Manager	2526063	
Bus Stand Enquiry	2526216	

DISTRIC: DHAMTARI		CODE-07722
Designation	Office	Residence.
Collector	237592	237593
Supdt. of Police	237122	238446
Fire Brigade.	237701	
Police control Room	100	
District Medical Officer.	237779	238454
Ambulance Service.	237779	
District Forest Officer	238371	
Road Transport Officer.		
District Hospital.	237779,	

**LIST OF ALL CIVIL AUTHORITIES IN THE GEOGRAPHICAL  
JURISDICTION  
OF NAGPUR DIVISION S.E.C.RAILWAY.**

<b>Balaghat</b>		<b>STD Code-07632</b>	
<b>Civil Authority</b>	<b>Ph. No. (Off.)</b>	<b>Ph. No. (Res.)</b>	<b>FAX No.</b>
Collector	240250, 240150	240660	240250
Joint Collector	2441221	241599	-
Collector (Supdt)	240105	-	-
SDM	248230	241466	
Supdt. Of police	240021/240006	240020	240006
ASP	240320	241499	-
Fire Brigade	241377	-	-
Police Control Room	100/ 241800 240044	-	-
District Medical Officer(CMO)	241099	240402	-
District Hospital	240113,	-	-
Ambulance Service(Samarpan)	-	-	-
District Forest Officer	248414		240224
Road Transport Corporation manager	241596	249965	-
Regional Transport Office	248211	-	-
Bus stand enquiry	247430	-	-
<b>Bhandara</b>		<b>STD Code-07184</b>	
<b>Civil Authority</b>	<b>Ph. No. (Off.)</b>	<b>Ph. No. (Res.)</b>	<b>FAX No</b>
Collector	254555	254777	-
Dy.Collector	254289	252781	-
Supdt. Of Police	252440	252208	-
Fire Brigade	101-252513, 252915		
Police Control Room	252400		
District Medical Officer	252532	252211	
District Hospital	252247,252532		
Ambulance Service	252247		
District Forest Officer	252283	252214	
Road Transport Corporation Manager	252234		
Regional Transport Office	258165		
Bus Stand Enquiry.	252234		

<b>Chandrapur</b>		<b>STD Code- 07172</b>	
<b>Civil Authority</b>	<b>Ph. No. (Off.)</b>	<b>Ph. No. (Res.)</b>	<b>FAX No.</b>
Collector	255300	255200	255500
Addl. Collector	256101	256050	
Supdt. Of Police	255100	255202	255800
Fire Brigade	101/255650		
Police Control Room	100/251200		
District Medical Officer	253331		
District Hospital(Civil Surgn)	253992, 252103	250301	253992
RMO	250400	254823	
WCL- Hospital	-		
Cries Hospital	264389, 264387		
Ambulance Service(Govt.)	250400		
(WCL-ambulance)	-		
District Forest Officer (North)	256279	255548	252542
CFO (South)	255289	256717	
Road Transport Corporation Manager	251779		
Regional Transport Office	255372 (M) 9822571494	250648	
Bus Stand Enquiry (Controller)	252151	-	-
<b>Chhindwara</b>		<b>STD Code –07162</b>	
<b>Civil Authority</b>	<b>Ph. No. (Off.)</b>	<b>Ph. No. (Res.)</b>	<b>FAX No.</b>
Collector	242302	242303	244467
Supdt. Of police	242304	242305	
Fire Brigade	101/244955		
Police Control Room	100/244888, 245473		
District Medical Officer	243442	242850	
District Hospital	243443, 243446		
Ambulance Service	- do -		
District Forest Officer	243457,245470	244330/245480	
Road Transport Corporation manager	220374	242644	
Regional Transport Office	246916	238019	
Bus Stand Enquiry.	222384		

<b>Gadchiroli</b>		<b>STD Code – 07132</b>	
<b>Civil Authority</b>	<b>Phone No. (Off.)</b>	<b>Phone No.(Res)</b>	<b>FAX No.</b>
Collector	222001	222002	222022
Dy.Collector	222003	222004	
Supdt. Of Police	222151	222152	
Fire Brigade	101 - 272118		
Police Control Room	100 - 222100		
District Medical Officer	222320	222330	
District Hospital	222340		
Ambulance Service	222340		
District Forest Officer	232989	232988	
Road Transport Corporation Manager	232949		
Regional Transport Office	222195		
Bus Stand Enquiry	232950		

<b>Gondia</b>		<b>STD Code – 07182</b>	
<b>Civil Authority</b>	<b>Phone No. (Off.)</b>	<b>Phone No.(Res)</b>	<b>FAX No.</b>
Collector	226749	226748	224161
Asst. Collector	220747	220746	
Supdt. Of Police	226893	226894	
Dy.SP	233655		
Tehsildar	222142	223311	
Fire Brigade	101/ M-9960306589		
Police Control Room	100 / 222463, 222053, 220700	222453	
District Medical Officer(D.H.O)	231136		
District Hospital	222244, 235595		
Gondia Hospital & Medical research Centre Pvt. Ltd.	233828		
Ambulance Service	104/2222101	Lions Club 221208,223802 222206	
District Forest Officer	222265	222338	
Road Transport Corporation Manager	251063/251391		
Regional Transport Office	222900		
Bus Stand Enquiry	251063		

<b>Howbagh (Jabalpur )</b>		<b>STD Code – 0761</b>	
<b>Civil Authority</b>	<b>Phone No. (Off.)</b>	<b>Phone No. (Res)</b>	<b>FAX No.</b>
Collector	2624100/2624860	2603333/2662922	2624200
Supdt. Of Police	2676111	2676210	2676110
Fire Brigade	101		
Police Control Room	100/2676100-01		
District Medical Officer	2622202	2644296	
District Hospital	- do -		
M.O. Hospital	2370951/2371254	2371427	
Civil Surgeon	2621831		
Ambulance Service	102/2321650		
Medical College	2371250-52		
Red cross	2626106, 25017001-03		
District Forest Officer	2624195	2678040	
SDO(F)	2624341	2660214	
Road Transport Corporation Manager	2621590/2622902	2629626	
Regional Transport Office	2621328	2604422	
Bus Stand Enquiry	2405147, 2342958		

<b>Mandla</b>		<b>STD Code - 07642</b>	
<b>Nainpur</b>		<b>STD Code - 07646</b>	
<b>Civil Authority</b>	<b>Phone No. (Off.)</b>	<b>Phone No.(Res)</b>	<b>FAX No.</b>
Collector - Mandla	250600	250601	250411
SDM/Nainpur	240006		
Supdt. Of Police/Mandla	250800	250801	
Fire Brigade/Mandla	251078		
Police Chowki/Nainpur	100/240031		
Police Control Room/Mandla	100 - 250613		
Block Medical Officer/NIR(Civil Surgen)	240368	240091	
District Medical Officer CMO/Nainpur	250710	240141	
District Hospital/Mandla	251501		
Ambulance Service/Mandla	251096		
District Forest Officer/Mandla	251014	250362	
Road Transport Corporation Manager/Mandla	252508	250849	
Bus Stand Enquiry/Mandla	252149		

<b>Nagpur</b>		<b>STD Code – 0712</b>	
<b>Civil Authority</b>	<b>Phone No. (Off.)</b>	<b>Phone No.(Res)</b>	<b>FAX No.</b>
Divl. Commissioner/Nagpur Divn.	2532123	2531756	2532043
Collector	2564973	2561755	2560543
Addl. Collector	2565130	2561135	
Commissioner of Police(CP)	2560601	2565002	
Supdt. Of Police	2566662/2562139	2595324	
IG	25060811	2565252	
Fire Brigade	101/2567032		
Police Control Room	100/2521333 2521222		
District Medical Officer( Dean Mayo) ( Dean Medical)	2725274 2743588	2541779 2274272	
District Hospital(Medical) (Mayo)	2744671-73 2728621-27		
(Org. city)	2238431-35		
Ambulance Service	- do -		
District Forest Officer		2510295	
Road Transport Corporation Manager	2726201(MS) 2544610(MP)	- 2229410	
Regional Transport Office	2531781		
Bus Stand Enquiry	2533695 (MP) 2726221 (MS)		

<b>Rajnandgaon</b>		<b>STD Code – 07744</b>	
<b>Civil Authority</b>	<b>Phone No. (Off.)</b>	<b>Phone No.(Res)</b>	<b>FAX No.</b>
Collector	226236	226237	
Addl. Collector	223083	225566	
Supdt. Of Police	226399	286633	225555
CSP	286628		
SP/PTS	224007		
Fire Brigade	101		
Police Control Room	100/286622		
District Medical Officer	224084	226057	
District Hospital (Govt.)	223587 221600	224534	
Chrstion Hosp.(Prv.)	281831-32		
United Hosp.(Prv.)	224255	406155	
Ambulance Service	223587 221600 501102		
District Forest Officer	225059	226389	
Road Transport Corporation Manager			
Regional Transport Office	223659		
Bus Stand Enquiry			

<b>Seoni</b>		<b>STD Code – 07692</b>	
<b>Civil Authority</b>	<b>Phone No. (Off.)</b>	<b>Phone No.(Res)</b>	<b>FAX No.</b>
Collector	220444	220301	
Supdt. Of Police	226689	225589	
Fire Brigade	101 – 220274, 220512		
Police Control Room	220955, 221309		
District Medical Officer	220358	220323	
District Hospital	220222	220358	
Ambulance Service			
District Forest Officer (South) (North)	220554, 220530 220556, 220506	220423,220317 220557,220319	
Road Transport Corporation Manager	220910, 220500		
Regional Transport Office	220747	220547	
Bus Stand Enquiry	220500		

**MEDICAL FACILITIES OVER S.E.C. RAILWAY FOR DISASTER MANEGEMNT  
MEDICAL FACILITIES IN BILASPUR DIVISION**

Srl No.	Station	Name & Address of Hospitals	STD Code	Tele Nos.
1	BRJN	MCL Central Hospital	-6645	242867
2	BRJN	E.S.I. Hospital	-6645	242637
3	BPH	TRL Hospital	-6645	242069
4	RIG	Kirodimal Govt. Hospital	-7762	232668
5	KHS	Civil Hospital	-7762	272240
6	JDI	Public Health Center	-7762	264426
7	SKT	Civil Hospital	-7757	233343
8	BUA	Public Health Center	-7757	278296
9	CPH	Health Unit, SEC Railway	-7819	281382
10	CPH	BDM Hospital.	-7819	244054
11	CPH	Dr.G.K.Nayak, Nurs. Home.	-7819	245929
12	CPH	Christian Hospital	-7819	245941
13	NIA	Civil Hospital	-7817	222064
14	AKT	Civil Hospital	-7817	252263
15	KRBA	Health Unit, SEC Railway	9826810909	
16	KRBA	Indira Gandhi, District Hosp.	-7759	221044
17	KRBA	Balco Hospital	-7759	242036
18	KRBA	NTPC Hospital	-7759	232011
19	KRBA	Main Hospital, SECL	-7759	222725
20	GAD	SECL Dispensary	-7759	271237
21	GAD	SECL Bankimogra	-7759	276292
22	GAD	SECL Nehru Centinary Hosp.	-7815	275309
23	BSP	Central Hospital, SEC Rly.	-7752	247099
24	BSP	Apollo Hospital, Bilaspur	-7752	247099
25	BSP	CIMS & Medical College	-7752	226285
26	BSP	SECL Hospital	-7752	242857
27	BSP	Mission Hospital	-7752	226301
28	BSP	Maharshi Hospital	-7752	269511
29	APR	Seva Sadhan	-7659	222125
30	APR	Community Health Centre	-7659	222308
31	AAL	Central Hospital (AAL)	9425181210	
32	AAL	Central Hospital (AAL)	-7652	250327
33	SDL	District Hospital	-7652	241470
34	SDL	Sub. Divl. Hosp. SEC Rly.	-7652	231670
35	SDL	Christian Hospital	-7652	223002
36	NRZB	Central Hosp./ SECL (NRZB)	-7653	268230
37	UMR	Civil Hospital	-7653	222314
38	MDGR	Health Unit, SEC Railway	-7771	243112
39	MDGR	SECL, Central Hospital	-7771	241266
40	MDGR	Community Health Centre	-7771	241590
41	KTMA	Regional Hospital , Kotma	-7658	280222
42	CHRM	Regional Hospital, CHRM	-7771	269407
43	HRV	Jamuna Siding, SECL Hosp.	-7658	280222
44	BJRI	SECL Bijuri Hospital	-7658	264483
45	BRH	SECL Hospital	-7836	266445
46	SJQ	Sharma Hospital	-7775	
47	KJZ	SECR, Health Unit	-7775	280925
48	KJZ	SECL Disp./ Bhatgaon.	-7774	
49	BSPR	SECL Central Hospital	-7775	264350
50	Ambikapur	District Hospital/ Ambikapur	-7774	223944
51	Ambikapur	Holy Cross Hosp./ Ambikapur	-7774	222353

**MEDICAL FACILITIES IN NAGPUR DIVISION**

Srl No.	Station	Name & Address of Hospitals	STD Code
1	CAF	ACCIDENT & FRACTURE CLINIC; HOSPITAL WARD; KASTURBA ROAD; DISTT: CHANDRAPUR (MS)	
2	KP	ARMY HOSPITAL; CANTONMENT AREA; KAMPTEE	
3	SEY	ASHIRVAD CLINIC; DISTT: SEONI; MADHYAPRADESH	07692-20220
4	G	B.G.W. HOSP (WOMEN); MAIN ROAD; GONDIA-441601; MAHARASHTRA	07182:22050
5	GDM	B.G.W. HOSP. (WOMEN); DISTT: GONDIA-441601; MADHYAPRADESH	7182:22050
6	SMC	BALAGHAT DISTT. HOSPITAL; DISTT- BALAGHAT; MADHYA PRADESH	07632-40460
7	BTC	BALAGHAT DISTT. HOSPITAL; DISTT: BALAGHAT; MADHYAPRADESH	07632-40460
8	BTC	BALAGHAT HOSPITAL; BALAGHAT; MADHYAPRADESH	07632-40522
9	JLY	C.H.C./CHURAI; DISTT: CHINDWARA; MADHYAPRADESH	07166-22049(R)
10	DGG	C.H.C.; DONGARGARH; MADHYA PRADESH	07823-20002
11	KAV	C.RLY. HOSPITAL; NEAR NGP RLY. STN. DRMS' OFFICES COMPLEX; NAGPUR	
12	HBG	CENTRAL RAILWAY HOSPITAL; JABALPUR DIVISION; NEAR RAILWAY STATION; JABALPUR (M.P.)	0761-320861
13	MIB	CENTRAL RAILWAY/NAGPUR; NEAR NGP RLY. STATION; DRMS' OFFICES COMPLEX; NAGPUR	523047
14	KPKD	CENTRAL RAILWAY/NAGPUR; NEAR NGP RLY. STATION; DRMS' OFFICES COMPLEX; NAGPUR	523047
15	JTR	CHC; DONGARGARH; DISTT: RAJNANDGAON; MADHYAPRADESH	07823-20002
16	PUE	CHC; KEOLARI; DISTT: SEONI; MADHYA PRADESH	35278
17	KLZ	CHC; KEOLORI; DISTT: SEONI; MADHYAPRADESH	35278
18	NIR	CHC; NAINPUR; DISTT: MANDLA; MADHYAPRADESH	07646-40141
19	PDE	CHC; NAINPUR; DISTT: MANDLA; MADHYAPRADESH	07646-40141
20	MUA	CHC11-07-2000 COMMUNITY HEALTH CEN; DONGARGARH; DISTT: RAJNANDGAON	07823-20002
21	BMP	CHRISTANAND HOSPITAL; MAIN ROAD, BRAMPURI; DISTT: CHANDRAPUR; MAHARASHTRA	07177-72016
22	BUQ	CIVIL DISPENSARY	
23	KGE	CMS HOSPITAL; P.O: KATANGI; DISTT: BALAGHAT; MADHYA PRADESH	07630-50254

24	SASR	COMMUNITY HEALTH CENTER	07165-20382
25	KRBO	COMMUNITY HEALTH CENTRE;CHURAI;DISTT:CHINDWARA(M.P)	07166-22049
26	DGG	DGG HEALTH UNIT;DONGARGARH;DISTT:RAJNANDGAON;MADHYAPRADESH	Rly.88-270
27	PJB	DGG.RLY.H/UNIT;DONGARGARH;DISTT:RAJNANDGAON;MADHYAPRADESH	Rly.88-270
28	BWV	DHANVIJAY HOSPITAL	32518
29	MFR	DISTRICT HOSPITAL;MANDLA;MADHYAPRADESH	07642-50938
30	JLY	DISTT. HOSPITAL CHINDWARA;NAGPUR ROAD;DISTT:CHINDWARA;	07162-43442
31	RSM	DISTT. HOSPITAL DURG;DISTT:DURG;MADHYAPRADESH	0788-322808
32	PED	DISTT. HOSPITAL SEONI;INDIRA GANDHI HOSP.;DISTT: SEONI;	07692-20222
33	CAF	DISTT.GENERAL HOSPITAL;MAIN ROAD;;NEAR JATPURA GATE;;CHOTA BAZAR,CHANDRAPUR	07172-50400
34	RJN	DISTT.GOV.T.HOSP.;BASANTPUR;RAJNANDGAON;MADHYAPRADESH	23587/24534
35	BRD	DISTT.GOV.T.HOSP;KASTURBA WARD;BHANDARA;MAHARASHTRA-441904	07184-52247
36	CWA	DISTT.GOV.T.HOSPITAL;NAGPUR ROAD;DISTT:CHINDWARA;	07162-43442
37	LIG	DISTT.HOSP.CWA;NAGPUR ROAD;DISTT:CHINDWARA;	07162-43442
38	RJN	DISTT.HOSP.DURG;DISTT:DURG;MADHYAPRADESH;PIN:491001	0788-322808
39	PMS	DISTT.HOSP.RAJNANDGAON;BASANTPUR-419441;RAJNANDGAON;(M.P)	
40	MUP	DISTT.HOSP.RAJNANDGAON;BASANTPUR;DISTT:RAJNANDGAON	
41	SEY	DISTT.HOSPITAL SEONI,DISTT:SEONI;MADHYAPRADESH;	07692-20222
42	KWB	DISTT.HOSPITAL SEONI,DISTT;SEONI;MADHYAPRADESH	07692-20222
43	BHV	DISTT.HOSPITAL SEONI,DISTT;SEONI;MADHYAPRADESH	07692-20222
44	MUP	DISTT:HOSP.DURG;DISTT:DURG-491001;MADHYAPRADESH;	0788-322808
45	BTL	DONGARGARH HEALTH UNIT;NEAR RAILWAY STATION;DONGARGARH;	RLY.88-270
46	KOC	DR,MOHARE CLINIC& HOSPITAL	07100-22258
47	KOC	DR,SHENDRE CLINIC & HOSPITAL	07100-22253
48	KOC	DR.SHUKLA HOSPITAL	07100-22239
49	VNK	GHANSOR STATE TAH.	NO

50	SKY	GHANSOR STATE TAH.HOSP;GHANSOR;DISTT;SEONI;MADHYA PRADESH	NO
51	GNS	GHUNSORE STATE TAH.HOSP.;GHUNSORE;DISTT:SEONI;MADHYAPRAD ESH	NO
52	GDM	GONDIA HEALTH UNIT;NEAR RAILWAY;GONDIA;MAHARASHTRA	Rly.87-4270
53	GDM	GONDIA RLY.H/UNIT;NEAR RLY.STN.;DISTT:GONDIA(MS)	07182-25485
54	G	GONDIA RLY.H/UNIT;NEAR RLY.STN;GONDIA;MAHARASHTRA	07182-25485
55	GJ	GONDIA RLY.H/UNIT;NEAR RLY.STN;GONDIA;MAHARASHTRA	07182-25485
56	KT	GOVT PHC	07115-35354
57	CHCR	GOVT. PHC	07115-31543
58	DKU	GOVT.COTTAGE HOSP.;RAMTEK	55164
59	AMDI	GOVT.COTTAGE HOSP.;RAMTEK	55164
60	RTK	GOVT.COTTAGE HOSP.;RAMTEK;MAHARASHTRA	55164
61	MANS	GOVT.COTTAGE HOSP;RAMTEK;MAHARASHTRA	55164
62	SONR	GOVT.HOSP.(H.U)	32279
63	PTS	GOVT.HOSP.(H.U.)	76412
64	AGN	GOVT.HOSP.AMAGAON;P.O:CHIROLI;	25453&07189
65	WRI	GOVT.HOSPITAL- WARASEONI;WARASEONI;DISTT:BALAGHAT;MADHY A  PRADESH	07633-53660
66	MIB	GOVT.MED.COLLEGE AND HOSP;HANUMAN NAGAR-440009;MEDICAL SQUARE;NAGPUR(M.S)	201-749311
67	RRL	GOVT.PHC	07115-35354
68	TAR	GOVT.PHC	07115-35354
69	MNU	GOVT.RURAL HOSP,P.O.TIRODA,DISTT; GONDIA;MAHARASHTRA	07198-54118
70	KWN	GOVT.RURAL HOSP,P.O.TIRODA;DISTT;GONDIA;MAHARASHTRA	07198-54118
71	TRO	GOVT.RURAL HOSP;P.O:TIRODA;DISTT:GONDIA;MAHARAHSTRA.	07198-54118
72	MIB	INDIRA GANDHI MEDICAL COL;CENTRAL AVENUE ROAD;NAGPUR	0712-728621
73	CWA	JAIN NURSING HOME	07162-43136
74	URR	JAIWAL HOSPITAL	07116-42059
75	GDM	K.T.S.GOVT.HOSP.;MAIN ROAD;GONDIA;M.S. PIN:4416601	7182:22244
76	MFR	KATRA HOSP.MANDLA	07642-50009

77	BIV	KATRA HOSP.MANDLA	07642-50009
78	LDE	KHADATKAR NURSING HOME	07165-20183
79	SASR	KHADATKAR NURSING HOME	07165-20183
80	G	KTS GOVT.HOSP.;MAIN ROAD;GONDIA;M.S.PIN:4416601	07182:22244
81	CWA	MALIK NURSING HOME	07162-42688
82	TRDI	MOIL HOSPITAL	07637-76735
83	MKZ	MOIL HOSPITAL;DONGRIBUZURG;TAH TUMSAR- 441907;DIST;BHANDARA(M.S)	07183-38249
84	DGBZ	MOIL HOSPITAL;DONGRIBUZURG;TAH:TUMSAR- 441907;DISTT:BHANDARA(M.S.)	07183-38249
85	KP	NAGR PARISHAD HOSP.;NEAR KP STATION;KAMPTEE TAHSIL;KAMPTEE	
86	NIR	NIR RLY. H/U AND HOSPITAL;NAINPUR;DISTT:MANDLA;MADHYAPRADE SH	
87	PNJ	NIR RLY.H/U AND HOSPITAL;NAINPUR,DISTT.MANDLA;MADHYA PRADESH.	
88	CWA	P.R.C.HOSP(W.C.L.);NEAR S.F.BAT.CAMP;PARASIYA NAKA;DISTT:CWA(MP)	07162-48181
89	CWA	PARTH MULTISPECIALITY HOS;PARASIYA ROAD;CHINDWARA;	07162-47169
90	TRDI	PHC	07630-76775
91	GBRI	PHC	07183-20202
92	ULA	PHC	07162-55318
93	BMC	PHC	07165-75604
94	RMO	PHC	07165-75604
95	KFP	PHC	07162-55318
96	SKLI	PHC	07630-76775
97	BRA	PHC KATI- BIRSOLA;BIRSOLA;DISTT:GONDIA;MAHARASHTRA	07020-87029
98	CRN	PHC,LAMTA,DIST;BALAGHAT;MADHYA PRADESH	NO
99	GDU	PHC,LAMTA;DIST;BALAGHAT;MADHYA PRADESH	NO
100	NWA	PHC,LAMTA;DIST;BALAGHAT;MADHYAPRADESH	NO
101	WSA	PHC;GADCHIROLI RD;P.O:DESAIGANG/WADSADISTT:GADCHIROLI(M. S	07137-72425
102	KEZ	PHC;KELZAR;DISTT:CHANDRAPUR(M.S.)	0712-64431
103	LTA	PHC;LAMTA;DISTT:BALAGHAT;MADHYAPRADESH	NO
104	DKS	PHC;NEAR RAILWAY STATION;DAREKASA- 441916;DISTT:GONDIA(M.S.)	NO
105	GMI	PHC;P.O: GONDUMRI;TAH:SAKOLI;DISTT BHANDARA(M.S.)	NO
106	GMI	PHC;P.O: GONDUMRI;TAH:SAKOLI;DISTT;BHANDARA	NO

107	KGE	PHC;P.O:KATANGI;DISTT:BALAGHAT;MADHYAPRADESH	07630-50460
108	GNL	PHC;P.O:PAMDHARI;DISTT:GONDIA;MAHARASHTRA	NO
109	GNL	PHC;PAMDHARI;P.O:PAMDHARI;DISTT: GONDIA	NO
110	SNV	PHC;SONDAD;TAH:SADAK ARJUNI;DISTT:GONDIA	0786-32147
111	SNV	PHC;SONDAD;TAH:SADAK ARJUNI;DISTT:GONDIA(M.S.)	07186-32147
112	SONR	PRIVATE	32464
113	AJU	PRIVATE	07196
114	URR	PRIVATE	07116-42059
115	HDM	PRIVATE	07187-7522
116	AJU	PRIVATE	07196
117	BWV	PRIVATE	32249
118	KGE	PRIVATE	07630-50120
119	BWV	PRIVATE	32218
120	URR	PRIVATE HOSPITAL	07116-42059
121	BRA	PRIVATE;BIRSOLA;DISTT:GONDIA;MAHARASHTRA	07020-87029
122	BRA	PRIVATE;BIRSOLA;DISTT:GONDIA;MAHARASHTRA	07020-87029
123	HTT	PRIVATE;DISTT:BALAGHAT;MADHYA PRADESH	07632-40236
124	BTC	PRIVATE;DISTT:BALAGHAT;MADHYAPRADESH	07632-40236
125	HDM	PRIVATE;HIRDAMALI;DISTT:GONDIA;MAHARASHTRA	07187-7522
126	BUQ	R. BAI PROJECT HOSPITAL;BARGI NAGAR COLONY;JABALPUR;MADHYAPRADESH	NO
127	SOY	R.BAI PROJECT HOSP.BARGI NAGAR COLONY;JABALPUR;MADHYAPRADESH;	NO
128	SAL	R.K.RURAL MED.HOSP.	
129	KNHN	R.K.RURAL MED.HOSP.	
130	CWA	RAILWAY HEALTH UNIT	07162-44554
131	MUA	RAJNANDGAON DISTT.HOSP.;BASANTPUR-491441;RAJNANDGAON;	
132	JTR	RLY. HEALTH UNIT;DONGARGARH;DISTT:RAJNANDGAON;MADHYAPRADESH	RLY:88-270
133	PMS	RLY.H. UNIT-DGG;DONGARGARH-491445;DISTT:RAJNANDGAON;	RLY.88-270
134	HBG	RLY.HEALTH UNIT	-
135	RJN	RLY.HEALTH UNIT;DONGARGARH;DISTT:RAJNANDGAON;MADHYAPRADESH	Rly.88-270
136	HDM	RURAL HOSPITAL-GOREGAON;DISTT:GONDIA;PIN:441801	07187-7334
137	AGN	RURAL HOSPITAL;AMAGAON-441902;DISTT:GONDIA;MAHARASHTRA	07189-25453
138	AGN	RURAL HOSPITAL;AMAGAON-441902;GONDIA;MAHARASHTRA	07189-25453

162	TMS	SUHBASH GOVT.HOSPITAL;TUMSAR,TAH:TUMSAR;DISTT:BHANDARA	07183-20202
163	GDM	T.B.HOSP;GONDIA	7182:22188
164	G	T.B.HOSP;KUDWA ROAD;DISTT:GONDIA;MAHARASHTRA	07182:24240
165	CAF	WCL HOSPITALLALPET HOSPITAL,P.O:LALPET(WCL)DISTT:CHANDRAPUR(MS)	07172-50950
166	BMW	ZILLA PARISHAD HOSP-	07116-42059
167	URR	ZILLA PARISHAD HOSPITAL	07116-42059
168	KOC	ZILLA PARISHAD HOSPITAL;KUIHI;DISTT:NAGPUR(MS)	07100-22245

## MEDICAL FACILITIES IN RAIPUR DIVISION

Sr No	Station	Name & address of the hospital	STD code	Phone No.
01	<b>Dalli-Rajhara</b>	1. Rly HU/DRZ 2. SAIL Mines Hosp. Rajahara 3. Shaheed Hosp. 4. Pushpa Hosp. 5. Janswasth Kendra,DRZ	07748 07748	259266 283717  284369 259182 284226
02	Kusumkasa	1. Govt PHC	07748	259314
03	Balod	1. Govt CHC Hosp. 2. Mission Home 3. Swasth Sanchay N. Home	07749 07749 07749	222179 222025 222130
04	Latabor	Govt. Hospital	--	--
05	Gunder-dehi	Govt CHC Hosp.	0788	2628230
06	Risama	Janpath Hosp	--	--
07	Maroda	1.JLN Hosp. (SAIL Hosp. Sector-9)	0788	896011
08	Durg	1. JLN Hosp. 2 Dist.HQ.Hosp/DUG	0788 0788	2355011 2322808
09	Bhilai Nagar	1 JLN Hosp.(SAIL Hosp. Sector -9) 2. Chandulal Charndrakar Memo. Hospital	0788 0788	2394712 2355011 2896011
10	<b>Bhilai 3</b>	1Rly. HU BIA 2BMY Rly. Hosp. 3 Agrawal Nursing Home 4 Sai Nursing	0788 07826 0788 0788	256101 2355873  2354711
11	PP Yard	1 BMY Rly.Hosp. 2 Sai Nursing Home	07826 0788	255101 2354711
12.	<b>BMY Complex</b>	1 BMY Rly.Hosp. 2 Jyoti Hosp.	07826	255101 9827157225
13	Kumhari	1 BMY Rly.Hosp. 2 Dist. Hospital/R.	07826 0771	255101 2573586
14	Sarona	Dist. Hospital/R	0771	2573586
15	<b>Raipur</b>	1 Rly HU/R 2 Govt.Med.Coll. Hosp./R 3 MMI Hosp./R 4 Life Worth Super Specialty Hosp./R 5 Agrawal Hosp. /R	0771 0771  0771 0771 0771	2551444 2511201  2412340 2254301 2254898

16	WRS/R	1. Rly HU/WRS/R 2. Govt Med. Coll. Hosp	0711 0771	2212479 2511201
17	Urkura	Govt. Med. Coll. Hosp /R	0771	2511201
18	Mandhar	Govt. Med. Coll. Hosp /R	0771	2511201
19	Silyari	1. PHC SLH 2. Govt Med. Coll. Hospital, Raipur	07721 0771	262268 2511201
20	Baikunth	Mission Hospital Tilda	07721	233260
21	Tilda	1.Mission Hospital Tilda 2.Deshmukh Hospital 3.Govt. PHC.	07721	233260  244275  244486
22	Hathband	Mission Hospital Tilda	07721	233260
23	Bhatapara	1. Missio Hospital, Tilda 2. CHC. Bhatapara 3.Kanwar Nursing Home 4.Dr.Jiwanmal Hospital 5.Adil Hospital	07721 07726 07726 07726 07726 07726	233260 220587 220822 220872 221415 (R) 221256
24	Nipania	PHC NPI		9827197050
25	Dagori	PHC BYL	No	284216
26	Belha	PHC BYL	No	284216
27	Chakarbhata	1. Sardar Vallab Bhai Hosp./BSP 2. PHC CHBT	07752 No	245275 No
28	Dadhapara	Sardar Vallab Bhai Hosp./BSP.	07752	245275
29	Mana	Govt. Hosp. Mana Camp	--	---
30	Bhatgoan	Govt. Hosp. Mana Camp	---	---
31	Kendri	Govt. PHC/Abhanpur	--	--
32	Abhanpur	Govt. PHC/Abhanpur	---	---
33	Manikchouri	Govt. CHC/Rajim	--	--
34	Rajim	1 Govt. CHC/Rajim 2 Vidya Sagar Hosp. 3 Kaur Nursing Home	---	---
			07701 07701	233659 233020
35	Kurud	PHC Kurud		

## FORENSIC HELP IN CASE OF FIRE

The addresses of different Forensic Laboratories are given below: -

	Laboratories	Jurisdiction
1.	Director of Central Forensic Science Laboratory. 30, Gora Chand Road. Kolkata -14	West Bangal, Bihar & Orrisa
2.	Director of Central Forensic Science Laboratory. Ramnathpur, Hyderabad	Maharashtra, Andhra Pradesh, Karnataks
3.	Director, Central (R&D) Bureau of Police Research and Development. MHA, Govt. of India. Block No. II, 2 <sup>nd</sup> /4 <sup>th</sup> floor, Lodhi Road, Kendriya Keralyan Parisar, New Delhi -110003	All over India
4.	The Dy. Director, Regional Forensic Science Laboratory (State),Madhya Pradesh, Near University Campus. Sagar -470003	Madhya Pradesh
5.	The Dy. Director.Regional, Forensic Science Laboratory, State of Maharashtra Dhantoli, Nagpur -400012	Maharashtra (Nagpur Area)
6.	Director, forensic Science Laboratory, (State) Rasulgarh, Bhubaneshwar, Orrisa	Orrisa

## Inmarsat Telephone Numbers

<b>Bilaspur S&amp;T Central Control</b>		
Facility	ISD Code	Telephone No.
Telephone	00873	763945611
FAX	00873	763945612
DATA	00873	763945613
Telephone	00873	763945614
<b>Bilaspur ART</b>		
Telephone	00873	763096240
FAX	00873	763096241
DATA	00873	763096242
<b>Bilaspur Control Test Room</b>		
Telephone	00873	763096154
FAX	00873	763096155
DATA	00873	763096156
<b>Shahdol</b>		
Telephone	00873	763945615
FAX	00873	763945616
DATA	00873	763945617
Telephone	00873	763945618
<b>Raipur Control Test Room</b>		
Telephone	00873	763945619
FAX	00873	763945620
DATA	00873	763945621
Telephone	00873	763945622
<b>BMY ART</b>		
Telephone	00873	763945623
FAX	00873	763945624
DATA	00873	763945625
Telephone	00873	763945626
Telephone	00873	763096266
FAX	00873	763096267
DATA	00873	763096268
<b>Nagpur Control Test Room</b>		
Telephone	00873	763096266
FAX	00873	763096267
DATA	00873	763096268
<b>Nagpur ART</b>		
Telephone	00873	763096087
FAX	00873	763096088
DATA	00873	763096089
<b>Other connecting division code Chakradharpur</b>		
Telephone	00873	763096084
FAX	00873	763096085
DATA	00873	763096086
<b>Sambalpur</b>		
Telephone	00873	763096143
FAX	00873	763096144
DATA	00873	763096145

**IMPORTANT TELEPHONE NOS. OF ADJACENT DIVISIONS**

**IMPORTANT TELEPHONE NOS. OF JABALPUR DIVISION OFFICERS**

Designation	Rly. Telephone		BSNL/T-Tel	
	Office	Residence	Office	Residence
DRM	55000	55001	23200052	2621070
ADRM	55002	55003	2321132	2600404
Sr.DOM	55600	55601	2621333	2601208
Sr.DSO	55606	55607	2629418	
Sr. DCM	55700	55101	2623268	2600718
Sr.DEE(TPD)	55200	55201	2628060	2328050
Sr. DEN(Co-ord)	55300	55301	2321335	2600835
Sr.DME	55400	55401	2621228	2321485
CMS	55500	55501	2620861	2601918
Sr. DSTE	55800	55801	2620801	2412760
DSC(RPF)	55750	55751	2620250	2600762
JABALPURISTD-0762				
	Office	Residence		
Collector	2324100	2323333		
S.P.	2623703	2327776		
S.P. (Rly)	2323703	2327544		
Police Control Room	2325530	2325300		

**IMPORTANT TELEPHONE NOS. OF CHAKRADHARPUR DIVISION OFFICERS**

Designation	Rly. Telephone		BSNL / T-Tel		Mobile No.
	Office	Residence	Office	Residence	
DRM	72200	72201	238026	238058	943112034
ADRM	72202	72203	238199	238294	943112101
Sr. DOM	72260	72261	238029	238030	943112102
Sr. DSO	72266	72267	236668	236434	943112103
Sr. DEN (Co-ord)	72220	72221	238062	236270	943112110
Sr. DCM	72230	72231	238067	238085	943112108
Sr. DME	72270	72271	238303	236879	943112105
Sr. DEE (G)	72440	72441	238057	239237	943112104
Sr. DEE (OP)	72242	72243	238356	236227	943112115
Sr. DSTE	72280	72281	238066	238293	943112106
Sr. DEE (TRD)	72240	72241	238572	238010	943112114
CMS	72470	72471	238089	----	943112343
DSC (RPF)	72250	72257	238129	238130	943112113

**IMPORTANT TELEPHONE NOS. OF SAMBALPUR DIVISION OFFICERS**

Designation	Rly. Telephone		BSNL/T-Tel	
	Office	Residence	Office	Residence
DRM	62200	62201	2401331	2400498
ADRM	62202	62203	2405312	2404872
Sr.DOM	2260	2261	2533169	2522198
DSO	2262	2263	2533096	2533097
Sr. DSTE	2280	2281	2533215	2533216
DEE (G)	2440	2441	2522636	2522704
C. M.S.	2250		2401246	2401318
Sr.DEN(Co-ord)	2220	2221	2533237	2533217
Sr.DME	2270	2271	2401198	2402845

**IMPORTANT TELEPHONE NOS. OF NAGPUR DIVISION OFFICERS**

Designation	Ph. No Off (Rly)	Ph. No. Resi. (Rly)	BSNL ( Off)	BSNL (Res.)	Mobile
DRM	5000	5001	0712- 2524622	0712- 2531740	9766342000
ADRM	5002	5003	0712- 2538478	0712- 2549950	9766342001
Sr. DOM	5600	5601	0712- 2524495	0712- 2531254	9766342055
DSO	5604	5605	0712- 2530128	0712- 2520427	9766342156
Sr. DME	5400	5401	0712- 2524149	0712- 2541582	9766342035
CMS	5500	5501	0712- 2523047	0712- 2531268	9766342265

**PHONE NUMBERS OF SENIOR OFFICIALS OF STATE  
ADMINISTRATION CHATTISGARH/RAIPUR**

<b>State Administration</b>	<b>OFFICE</b>	<b>RES</b>
Chief Secretary	2221207,2221208	2331068,2331015
Principal secretary, Food	2221209,5080209	2331087
Secretary (CM)	2221308,2221306	2212020
Secretary City Administration	2221148,5080236	2242466
Secretary (Home)	2221327,2221331	2321255
Joint Secretary (Health)	2221625	98261-78832
Joint Secretary (Information)	5080276,5066205	98271-46202
Joint Secretary (CM & Genl. Admn.)	2221204	2242514,2250360
Joint Secretary (Chief secy. Office)	222140,	2262640
Dy. Chief Secy. (To CM)	2331004	2331018
Secretary To Governor	2331102	2331329
Dy Secretary To Governor	23311 OJ	2331077
DG	2331201	2272616,2274517
ADG / Raipur	2331327	2282575
ADG/Intelligence	2331210	2274731
IGIR	2423654,2428854	2331239
DIGIRAIL WAY	2331221	2331250
SSP/Raipur	2426540	2331777
SRP/Raipur	2234838	2272445
CITY Magistrate.	2425507	
Commissioner- Raipur Municipal Cor.	2535790	2413 223
Dist. and session Judge	2426742	2423870

**Telephone Nos. of CSOs/Dy.CSOs/SSOs of Indian Railways**

SNo.	Rly	Design	Office		Residence		Mobile
1.	NCR	CSO	Rly	035-23407	Rly	-	9415307204
			P&T	0532-2560068	P&T	2421739	
		Dy.Elect	Rly	23415	Rly	-	9415237020
			P&T	2560554	P&T	2421334	
		STM/Sfy	Rly	23413	Rly	23418	9415279661
P&T	2560264		P&T	2427029			
2.	SR	CSO	Rly	060-22405	Rly	28495	9444397143
			P&T	044-25354233	P&T	28276812	
		Dy.Optg	Rly	22627	Rly	-	9444036467
			P&T	25355471	P&T	24727893	
3.	SCR	CSO	Rly	070-86438	Rly	89227	-
			P&T	040-27832342	P&T	27823955	
		Dy.Optg	Rly	86425	Rly	-	-
			P&T	27823280	P&T	25505426	
		Dy.Mech	Rly	86424	Rly	-	-
			P&T	27820519	P&T	-	
		Dy.Elect	Rly	86420	Rly	-	-
			P&T	27821407	P&T	-	
4.	SER	CSO	Rly	020-44360	Rly	44361	9433062043
			P&T	033-24396370	P&T	24397858	
		Dy.Engg	Rly	44134	Rly	44135	-
			P&T	24396642	P&T	24391192	
5.	WR	CSO	Rly	090-22201	Rly	21562	9892100044
			P&T	022-22055205	P&T	22833561	
		Dy.Optg	Rly	22207	Rly	-	-
			P&T	22030152	P&T	-	-
6.	WCR	CSO	Rly	015-54202	Rly	66260	9425153151
			P&T	0761-2627627	P&T	2607093	
		Dy.CSO(Elect)	Rly	54216	Rly	66791	-
			P&T	-	P&T	-	
		Dy CSO(S&T)	Rly	54216	Rly	54919	9425153138
			P&T	2629384	P&T	2626181	
7.	CR	CSO	Rly	011-45203	Rly	21645	9821615187
			P&T	022-22620778	P&T	-	
		Dy.S&T	Rly	54212	Rly	21602	9821615188
			P&T	22697273	P&T	22029399	
		Dy.Engg	Rly	54952	Rly	53801	-
			P&T	22691560	P&T	22624564	
		Dy.Elect.	Rly	54209	Rly	58201	-
			P&T	22697276	P&T	24118683	
		Dy.Optg	Rly	54212	Rly	21602	
			P&T	22697273	P&T	22029399	
8.	ER	CSO	Rly	022-24501	Rly	22958	9433061040
			P&T	033-22303948	P&T	26504997	
		Dy.Optg	Rly	24508	Rly		9433061037
			P&T	-	P&T		
		Dy.S&T	Rly	24519	Rly	-	-
			P&T	-	P&T	24544979	
		Dy.Mech	Rly	24633	Rly	-	-

Sr. No.	Rly	Design	Office		Residence		Mobile
9.	NR	CSO	Rly	030-32744	Rly	25316	-
			P&T	011-23388050	P&T	26115448	
10.	ECo	CSO	Rly	085-54066	Rly	-	9437097020
			P&T	0674-2303557	P&T	-	
		Dy.Optg.	Rly	54564	Rly	-	-
			P&T	2300384	P&T	2530850	
		SSO/Mech	Rly	54764	Rly	-	-
			P&T	-	P&T	-	-
		SSO/Engg	Rly	54762	Rly	-	-
			P&T	-	P&T	-	-
SSO/S&T	Rly	54162	Rly	-	-		
	P&T	-	P&T	-	-		
11.	SWR	CSO	Rly	065-26150	Rly	26151	9448481112
			P&T	0836-2289813	P&T	2289826	
		STM/Optg	Rly	26156	Rly	-	-
			P&T	2289829	P&T	-	
12.	NWR	CSO	Rly	095-45608	Rly	-	9414067007
			P&T	0141-2229182	P&T	-	
		Dy.Optg	Rly	45607	Rly	-	9414067108
			P&T	2221538	P&T	2233747	
13.	ECR	CSO	Rly	025-23302	Rly	-	9431011545
			P&T	06224-272874	P&T	2684902	
		STM/Optg	Rly	23328	Rly	-	9431026457
			P&T	277041	P&T	232207	
14.	NFR	CSO	Rly	050-23350	Rly	23351	9435011711
			P&T	0361-2676016	P&T	2676017	
		Dy.Optg	Rly	23356	Rly	23357	-
		COM	P&T	2676006	P&T	2676007	
15.	NER	CSO	Rly	040-64708	Rly	64079	9415211473
			P&T	0551-2200835	P&T	2201839	
		STM/Sfy	Rly	64713	Rly	-	-
			P&T	2342973	P&T	-	
16.	SECR	CSO	Rly	62174	Rly	62175	9425221162
			P&T	415404	P&T	415120	-----
		Dy CSO (S&T)	Rly	63462	Rly	62993	9406190979
			P&T	406651	P&T	247375	-----
		Dy CSO (Civil)	Rly	62758	Rly	-----	9425221136
			P&T	413911	P&T		-----
		SSO(Electric)	Rly	63330	Rly	----	9406190977
			P&T	415521	P&T	271019	-----
		SSO(Traffic)	Rly	-----	Rly	63331	9406190978
			P&T	213022	P&T	403424	-----

## SUMMARY OF IMPORTANT TELEPHONE NUMBERS

### 1. Railway Board – STD CODE (011) & Rly code - 030

Design	Office		Residence	
	BSNL	Railway	BSNL	Railway
CRB	23384010	44700	26870292	44701
MS	23382762	44704	23341003	22219
ME	23383879	44706	26883922	44707
MM	23381477	44708	23740027	44709
ML	23385100	44710	26883923	44711
MT	23382776	44712	24673511	44713
DG RPF	23382209	43480	24674336	43964
DG HEALTH	23383638	43799	26116465	52252
Secretary RB	23385227	44714	26883396	52242
ED/SAFETY	23381344 23303302 23303922	43302 43922	26875776	52247
ED/ Coaching	23383624 23303892	43892	24678085	52402
Director (SafetyI)	23387009 23303667	43667	24670561	-----
Director (SafetyII)	23389987 23303446	43446	23740092	23151
Director (SafetyIII)	23385836	43239	23363798	22447
Director (Coaching-I)	23389764	43578	26870120	52226
Director (Coaching-II)	23385147	43576	-----	-----
Director/TT (POL)	23384641	43569	26266129	-----
Director /TT (G)	23384744	43521	23745366	22373
Safety Cell	23389987 Mobile – 9810017905	43399	-----	-----

## 2. CCRS & CRS

Design	Office		Residence	
	BSNL	Railway	BSNL	Railway
<b>Chief Commisioner of Railway Safety Lucknow</b>	0522- 2214507	85- 289 NR 31-570 NE	2213675	85-290 NR 32-570 NER
<b>CRS North Eastern Circle, Lucknow</b>	0522- 2215215	31571 ( NE Rly) 83291 (N.Rly)	0522- 2222326	32571 (N.E.Railway)
<b>CRS Eastern Circle, Kolkata</b>	033- 22483945 Fax- 033- 22105514	27061 ER	224392717 Mobile- 9431026841	44606 ER
<b>CRS South Central, Secunderabad</b>	040- 27820104 040- 27786980 Fax- 040- 27820104, 040- 27786980	6980, 6979		
<b>CRS Southern Circle, Bang lore</b>	2260650 Fax-080- 2260650	53200	2265926	53201
<b>CRS Northern Circle, New Delhi</b>	Tel. & Fax 26886589	52357 (EXT) 52209		

**GOVERNMENT OF INDIA, MINISTRY OF RAILWAYS**  
**QUICK RESPONSE TEAM (QRT) at the Ministry of Railways (Rly Board)**

<b>Name/Designation/Office Address/Residential address</b>	<b>Phone with STD code/ e-mail</b>
<b>Team Leader –</b>	
Additional Member, Traffic	011-23382427 (O)
Room No. 264, Railway Board,	011-24673463 (R)
Rail Bhawan, New Delhi - 110001	011-23303990(Fax)
	9818798393 (Mobile)
	<a href="mailto:amt@rb.railnet.gov.in">amt@rb.railnet.gov.in</a>
<b>Alternate Team Leader &amp; Member-1</b>	
Additional Member, Commercial	011-23382112 (O)
Room No. 473, Railway Board,	011-24673463(R)
Rail Bhawan, New Delhi - 110001	011-23303973 (Fax)
	9818798394 (Mobile)
	<a href="mailto:amc@rb.railnet.gov.in">amc@rb.railnet.gov.in</a>
<b>Member-2</b>	
Additional Member, Mechanical	011-23382975 (O)
Room No. 319, Railway Board,	011-23362644 (R)
Rail Bhawan, New Delhi - 110001	011-23303977(Fax)
	9818798388 (Mobile)
	<a href="mailto:amm@rb.railnet.gov.in">amm@rb.railnet.gov.in</a>
<b>Member-3</b>	
Additional Member, Civil Engg.	011-23382607 (O)
Room No. 125, Railway Board,	011-23348309 (R)
Rail Bhawan, New Delhi – 110001	011-23304875(Fax)
	9818798381 (Mobile)
	<a href="mailto:amce@rb.railnet.gov.in">amce@rb.railnet.gov.in</a>
<b>Member-4</b>	
Additional Member, Electrical	011-23381227 (O)
Room No. 115, Railway Board,	011-23361425 (R)
Rail Bhawan, New Delhi - 110001	011-23304692(Fax)
	9818798383 (Mobile)
	<a href="mailto:aml@rb.railnet.gov.in">aml@rb.railnet.gov.in</a>

<b>Member-5</b>	
Additional Member, Telecom	011-23383815 (O)
Room No. 152, Railway Board, Rail Bhawan, New Delhi - 110001	011-24675204 (R)
	011-23304686(Fax)
	9810048970 (Mobile)
	<u>amtele@rb.railnet.gov.in</u>
<b>Member-6</b>	
Inspector General, Railway Protection Force, Room No. 437, Railway Board, Rail Bhawan, New Delhi - 110001	011-23382646 (O)
	0120-2454900 (R)
	011-23382646(Fax)
	9810192222 (Mobile)
	<u>ighq@rb.railnet.gov.in</u>
<b>Member-7</b>	011-23381344 (O)
Advisor Safety	011-27662727 (R)
Room No. 353, Railway Board, Rail Bhawan, New Delhi - 110001	011-23382638(Fax)
	9818798390 (Mobile)
	<u>advsafety@rb.railnet.gov.in</u>
<b>Member-8</b>	
Director, Public Relations	011-23381332 (O)
Room No. 302, Railway Board, Rail Bhawan, New Delhi - 110001	011-26168671 (R)
	011-23385215(Fax)
	9810046241 (Mobile)
	<u>dpr@rb.railnet.gov.in</u>

## QUICK RESPONSE TEAM (QRT)

A “QUICK RESPONSE TEAM (QRT)” has been formed as a part of Emergency Support Function Plan of Ministry of Railways, to coordinate the Disaster Management at the field level as per Railway Board’s letter No. 2003/ Safety (DM)/6/3, dated 06.01.2005 for emergency support function plan of Ministry of Railways.

Field Office: South East Central Railway, Bilaspur.

Name/Designation/office Address	Phones with STD code/e-mail
<b>Team Leader</b>	
<b>AGM and Chief Operations Manager</b>	
Shri S. K. Budhalakoti	(O) 07752-410991
Chief Operations Manager,	® 07752-415396
South East Central Railway, Bilaspur, C.G.	(Fax) 07752-414901
	(Mobile) 9425221160
	(e-mail) <a href="mailto:com@secr.railnet.gov.in">com@secr.railnet.gov.in</a>
<b>Alternate Team Leader – Member 1</b>	
Shri Radha Charan	(O) 07752-416285
Chief Commercial Manager,	® 07752-414224
Room No. 4, Officers Rest House,	(Fax) 07752-414040
South East Central Railway, C.G.	(Mobile) 9425221120
	(e-mail) <a href="mailto:ccm@secr.railnet.gov.in">ccm@secr.railnet.gov.in</a>
<b>Member – 2</b>	
Shri P.K. Saxena	(O) 07752-410885
Principal Chief Engineer	® 07752-247069
South East Central Railway, Bilaspur	(Fax) 07752-414042
	(Mobile) 9425221130
	(e-mail) <a href="mailto:ce@secr.railnet.gov.in">ce@secr.railnet.gov.in</a>
<b>Member – 3</b>	
Shri S.C. Sood	(O) 410307
Chief Mechanical Engineer	® 428998
South East Central Railway, Bilaspur, C.G.	410306 Fax
	(mob) 9425221140
	(e-mail) <a href="mailto:cee@secr.railnet.gov.in">cee@secr.railnet.gov.in</a>
<b>Member-4</b>	
Shri.V.P.Singh,	(O) 07752-410305
Chief Electrical Engineer,	® 07752-427730
South East Central Railway, Bilaspur, C.G.	(Fax) 07752-414627

	(Mobile) 9425221140
	(e-mail) <a href="mailto:cee@secr.railnet.gov.in">cee@secr.railnet.gov.in</a>
<b>Member – 5</b>	
Shri M.S. Mehboob Ali,	(O) 07752-415274
Chief Signal & Telecommunication Engineer,	® 07752-268056
South East Central Railway, Bilaspur	(Fax) Rly – 63292, DOT-414433
	(Mobile) 9425221180
	(e-mail) <a href="mailto:cste@secr.railnet.gov.in">cste@secr.railnet.gov.in</a>
<b>Member – 6</b>	
Shri P.K.Ray, Chief Safety Officer,	(O) 07752-415404
South East Central Railway, Bilaspur,	® 07752-415420
	(Fax) Rly – 62174, DOT - 415404
	(Mobile) 9425221162
	(e-mail) <a href="mailto:cso@secr.railnet.gov.in">cso@secr.railnet.gov.in</a>
<b>Member – 7</b>	
Shri Anil Sharma, Chief Security Commissioner,	(O) 07752-414819
South East Central Railway, Bilaspur,	® 07752-268217
	(Fax) Rly – 63328, DOT - 415172
	(Mobile) 9425221249
	(e-mail) <a href="mailto:csc@secr.railnet.gov.in">csc@secr.railnet.gov.in</a>
<b>Member – 8</b>	
Dr.K.C.Kar	(O) 07752-247047
Chief Medical Director,	® 07752-268231
South East Central Railway, Bilaspur	(Fax) 07752-247041
	(Mobile) 9425221145
<b>Member – 9</b>	
Shri Ankush Gupta, Dy. GM/G & Chief Public Relation Officer,	(O) 07752-413008
South East Central Railway, Bilaspur,	® 07752-413009
	(Fax)
	(Mobile) 9425221104
	(e-mail) <a href="mailto:dgmng@secr.railnet.gov.in">dgmng@secr.railnet.gov.in</a>

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

New Delhi, dated 25.10.04

**Subject: EMERGENCY SUPPORT FUNCTIONS (ESF) PLAN**

**EMERGENCY SUPPORT FUNCTIONS (ESF)**

1. The Ministry of Railways will provide emergency support to the Ministry of Home Affairs in the event of natural or man-made disasters in regard to Rail Transportation.

**Nodal Officers**

2. The details of Nodal Officers and the Alternate Nodal Officers for the purpose of coordinating Emergency Support Functions with Ministry of Home Affairs are as under:-

**Nodal Officer**

<b>Name/Designation/Office Address/Residential address</b>	<b>Phones with STD code/ e-mail</b>
Shri Vivek Sahay	011-23382427 (O)
Advisor, Traffic,	011-24673463 (R)
Room No. 264, Railway Board,	011-23303990 (Fax)
Rail Bhawan, New Delhi-110001	9818798393 (Mobile)
	<a href="mailto:amt@rb.railnet.gov.in">amt@rb.railnet.gov.in</a> (e-mail)

**Alternate Nodal Officer**

<b>Name/Designation/Office Address/Residential address</b>	<b>Phone with STD code/ e-mail</b>
Shri Ajaya Kumar Goyal	011-23382112 (O)
Advisor, Commercial	011-26474874 (R)
Room No. 473, Railway Board,	011-23303973 (Fax)
Rail Bhawan, New Delhi-110001	9818798394 (Mobile)
	<a href="mailto:amc@rb.railnet.gov.in">amc@rb.railnet.gov.in</a> (e-mail)

**Quick Response Team (QRT) at the Ministry of Railways – field officers.**

1. The Ministry of Railways has set up the Quick Response Team (QRT) at Ministry level for emergency response and the details of the Team and the task assigned are given in the attached Form No. ESF-01.
2. The Ministry of Railways has designated the following Field Officers for Providing Emergency Support functions:-

<b>S.No.</b>	<b>Location</b>	<b>Postal Address</b>	<b>Phone</b>
1	Mumbai	Additional General Manager, Central Railway, Mumbai	022-22620746 (O) agm@cr.railnet.gov.in
2	Kolkata	Additional General Manager, South Eastern Railway, Kolkata	033-24391114 (O) 033-24392749 (R) 033-24391114 (Fax) 9433062001 (Mobile) agm@ser.railnet.gov.in
3	New Delhi	Additional General Manager, Northern 1 Railway, New Delhi	011-23388392 (O) 011-26293055 (R) 011-23381271 (Fax) 9810156762 (Mobile) agm@nr.railnet.gov.in
4	Gorakhpur	Additional General Manager, North Eastern Railway, Gorakhpur	0551-2202627 (O) 9415008134 (Mobile) agm@ner.railnet.gov.in
5	Guwahati	Additional General Manager, North Frontier Railway, Guwahati	0361-2570750(O) 0361-2570769(R) 0361-2574492(Fax) 04350-11709 agm@nfr.railnet.gov.in
6	Chennai	Additional General Manager, Southern Railway, Chennai	044-25353743 (O) 044-28275700(R) 044-25341225 (Fax) 9840034518 (Mobile) agm@sr.railnet.gov.in
7	Secunderabad	Additional General Manager, South Central Railway, Secunderabad	040-27824216 (O) 040-27002285 (R) 040-27824216(Fax) 9849484455 (Mobile) agm@scr.railnet.gov.in

8	Kolkata	Additional General Manager, South Eastern Railway, Kolkata	033-24391114 (O) 033-24392749 (R) 033-24391114(Fax) agm@ser.railnet.gov.in
9	Mumbai	Additional General Manager, Western Railway, Mumbai	022-22097576(O) 022-22851653(R) 022-22079709 (Fax) 9869052561 (Mobile) agm@wr.railnet.gov.in
10	Hajipur	Chief Operations Manager, East Central Railway, Hajipur	06224-272691(O) 0612-2690218(R) 06224- 274450 (Fax) 9431011527 (Mobile)
11	Bhubaneswar	Chief Operations Manager, East Coast Railway, Bhubaneswar	0674-2303122(O) 0674-2301116(R) 0674-2301893(Fax) 9437097017 (Mobile) com@eastcoastrailway.gov.in
12	Allahabad	Chief Operations Manager, North Central Railway, Allahabad	0532-256-1120(O) 0532-242-1538(R) 94153-17304(Mobile) com@ncr.railnet.gov.in
13	Jaipur	Chief Operations Manager, North Western Railway, Jaipur	0141-2222488(O) 0141-2222374(R) 9414067666(Mobile) com@nwr.railnet.gov.in
14	Bilaspur	Chief Operations Manager, South East Central Railway, Bilaspur	07752-410991(O) 07752-415396(R) 07752-414901(Fax) 9425221160(Mobile) com@secr.railnet.gov.in
15	Hubli	Chief Operations Manager, South Western Railway, Hubli	0836-2364907(O) 0836-2289819(R) 0836-2289841(Fax) 9448481107(Mobile)

**Quick Response Teams (QRTs) at the Field Level.**

The Ministry of Railways has set up the Quick Response Teams (QRTs) at the field levels for emergency response and the details of the Teams and the task assigned are given in the attached Form No. ESF-02.

## **Resource Inventory**

1. The Ministry of Railways will be in a position to make available the rail Transportation over the entire network of Indian Railways.
2. It is certified that Railway transportation is considered adequate for accomplishing the Emergency Support Functions assigned to the Ministry of Railways.
3. It is certified that no precontract is deemed necessary for supply of resources.
4. The Ministry of Railways has issued authorization vide Order No. 2003/Safety/DM/6/3 dated 25.10.2004 as per Form No. ESF-03 in favour of the nodal officers and the designated officers to deploy the resources in the event of disasters and in accordance with the requests received from the Ministry of Home Affairs.
5. The Emergency Support Functions (ESF) Plan has been last updated on 01.10.2004.

**(Amitabh)**  
**Director (Safety)**  
**Ministry of Railways**  
**25.10.2004**

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

No. 2002/Sec. (Cr.)/45/47

New Delhi, Dated 11.12.2002

To  
The Home secretary, Govt. of India,  
Ministry of home Affairs, North Block,  
New Delhi.

Sub: Expeditious clearance by the state police in a case of Railway accident.

Sir,

Your kind attention is invited to the subject mentioned above. In a case of rail accident involving loss of human lives or injuries to the passengers, railway administration does everything possible to render necessary assistance and succor to them. Efforts are made to rush rescue and medical apparatus to the site of accident without losing any time as the first few hours are very crucial.

But it has been noticed that rescue operations are hampered due to delayed, and at times, reluctant clearance by the State Police. This was evident in the recent Rajdhani Express in Bihar when it took them unduly long time to complete the formalities.

It may be pertinent to mention that there are two different tasks to be tackled on war footing, namely (a) Rescue and (b) Restoration

- (a) As regards rescue operations, they cannot obviously wait till legal formalities are completed as they involved saving human lives. But it appears that there is some confusion regarding the urgency of undertaking rescue operations. I would request you to reiterate instructions to the state Govt. on this point so that there is no delay in starting rescue operations. Needless to handling the situation. Besides providing medical aid, other facilities, which may be necessitated by circumstances at the site of the accident, may also be extended by them expeditiously.
- (b) As regards restoration of railway traffic, rule - provide that this can be taken up only after the clearance by the local police of GRP. In this regard it would be relevant to point out that a large number of passengers are unduly inconvenienced by disruption of rail traffic. It would, therefore, be in the best interest of the passengers to restore the rail traffic as fast as possible. But, it clearance, consequently delaying the restoration operations.

I would, therefore, request you to issue necessary instructions to the State Govts. To expedite clearance certificate in the event of a rail accident, so that normal traffic can be restored without avoidable delay.

Sd/-  
Dr. A.K.Pandey)  
Director General /RPF,  
Railway Board

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

Annexure-3

No. 2002/Sec. (Cr.)/45/47

New Delhi  
Dated March, 27, 2003

**The General Managers**

Sub: Clearance by state Police incase of railway accidents due to suspected sabotage.

Ref: Ministry of Home Affairs letter no. IV- 24022/II2002- PM-1  
dt. 24.12.2002 addressed to Home Secretaries of all States  
(Copy enclosed)

The issue of expeditious clearance by the State Policy in case of Railway accidents, where sabotage is suspected, has been engaging Ministry of Railways ( Railway Board)'s attention for a long time. It is noticed that sometimes rescue operations are hampered due to delayed and reluctant clearance by State police.

2. It is pertinent to mention that there are two different tasks to be accomplished on war footing after railway accident involving human lives is concerned i.e. a) Quick Rescue Operation ; and b) Restoration of Rail Traffic. It is clarified that incase of railway accidents, permission of the State Government or clearance of the police is not required for launching rescue operations for the purpose of saving human lives which inter alia may also involve handling/ shifting the rolling stock (locomotives, wagons and coaches) for extricating the trapped passengers. However, police clearance is required for restoration works at the site of accident, if sabotage is suspected.

3. To avoid any delay in launching the rescue operations for saving as many human lives as possible and for early restoration of rail traffic, the above issue has been taken up with the Ministry of Home Affairs. Consequently, Ministry of Home Affairs vide their letter ibid have directed the Home Secretaries of all States to issue suitable instructions to the concerned authorities for taking prompt action and to expedite clearance certificate in the event of a rail accident, when sabotage is suspected.

4. The contents of this letter may be widely published among the railway officer/staff and displayed in all ARTs/ARMEs so that a general awareness created amongst all those engaged in rescue activities.

5. This letter supersedes the Railway Board's letter of even number dt. 07.02.2003.

Sd/-  
Atul Pathak)  
Director/CrimePrevention,  
Railway Board

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

**ANNEXURE - 4**

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

**New Delhi, dt. 13.06.2004**

**General Managers,  
All Indian Railways.**

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

**Ref : Board's letter No. 86/Safety - 1/24/47 Dt. 14.03.87 & 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 requisition 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.

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**

**For Financial Commissioner/Railways**

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

**No. 2005/CC/Accident**

**New Delhi, Dated 4<sup>th</sup> October 2005**

**General Managers,**

**All Indian Railways.**

In case of any passenger train accident, General Manager or in his absence Additional General Manager or COM will directly speak to Chairman Railway Board immediately and inform whatever information is available. Similarly, Divisional Railway Manager or in his absence Additional Divisional Manager or Sr. DOM may inform CRB directly.

**(Satish Kumar)**  
Exe. Dir, C.C.,  
Railway Board.

GIRISH CHANDRA

ANNEXURE - 6

EXECUTIVE DIRECTOR/SAFETY

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GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS (RAILWAY BOARD)  
NEW DELHI - 110 001

D.O. No. : 98/Safety (A&R)/3/3

New Delhi, 05.01.2006

Dear Shri Sudhakar,

**Sub: Prompt reporting of accidents and unusual occurrences.**  
**Ref : Board's D.O. letter Nos. 98/Safety (A&R)/3/3 dated 14.07.1998 and 2003/Safety(A&R)/3/17 Pt. I dated 14.10.2003 addressed to GMs of All Indian Railways from CRB.**

It has been experienced in the past that at times information regarding passenger train accidents is flashed in the media even before it is known in the Board's Office resulting in avoidable embarrassment.

All passenger train accidents or other occurrences involving casualties or otherwise having serious repercussions on movement of traffic should be promptly reported to CRB by the GM. or in his absence by the AGM or COM, DRM or in his absence the ADRM or the Sr. DOM. Similarly MT should be informed by the COM or in his absence by the CPTM/CFTM, Sr. DOM or in his absence the DOM, directly without delay. In addition, all consequential train accidents should be informed promptly to the Railway Board Safety Cell by Sr. DSO or in his absence the DSO or Sr. DOM/DOM.

It is further impressed that there should be no hesitation on the part of above officers to ring up directly and intimate whatever details are available at that point of time. Thereafter they should keep updating the information as and when needed.

Kindly direct your officers accordingly.

With regards.

Yours sincerely,

(Girish Chandra)

**GIRISH CHANDRA  
ADVISER/SAFETY**

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jy eky; ] jys ckMz  
ubz fnYyh& 110 001  
GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)  
NEW DELHI - 110 001

D.O. No. : 98/Safety (A&R)/3/3

New Delhi, dated 20.09.2007

Dear Shri Kumar,

Sub : Reporting of accidents and unusual occurrences.

Ref : Board's letter No. 98/Safety (A&R)/3/3 dated 05.01.06 and 14.12.06  
and No. 2000/ Safety (A&R)/19/20 dated 30.03.07.

\*\*\*\*\*

Your attention is invited to letters under reference emphasizing the need of reporting accidents and unusual incidents to CRB, MT and Safety Directorate. CRB has further desired that whenever there is a total interruption to traffic involving main lines, the matter should be brought to his notice irrespective of fact whether the restoration is likely to be achieved within the threshold interval or not.

Kindly take necessary steps to ensure the above.

With regards,

Yours sincerely,

**(Girish Chandra)**

**NO : CSO/Safety/Disater Mgt./173****Date : 12<sup>th</sup> March'04**

**Sub:- Implementation of High Level Committee's report on Disaster Management over Indian Railway - item no. 6(b) (iii) MOU for air support.**

**Ref:- ADRM/R's No. ADRM/R/DM/HL/293, dated 27.02.2004.**

**1.0 Item 6(b) (iii) of the High Level Committee's report on Disaster Management over Indian Railway states as follow :**

**"MOU with private air operators** - General Managers may also explore the feasibility of entering into MOUs with private air operators for seeking assistance of air support in case of disasters over their zone".

**2.0** In this context, Raipur division had approached Chhattisgarh State Government to avial services of their helicopter in cases of emergencies. In this regard, the file containing copies of correspondence between Raipur Division and State Government is placed on facing side of this file.

As seen from this correspondence, the Directorate of Aviation, government of Chhattisgarh has agreed to provide the helicopter on following conditions :

- i) Helicopter will be provided only for rescue operations, depending upon its availability in air worthy condition.**
- ii) Helicopter will be provided only within the state.**
- iii) It will require the requisition letter, which should have coordinate of destination and proper helipad.**
- iv) Cost will be @ Rs. 75000/- per hour, to be paid within one month.**
- v) Lodging and boarding to be provided to the crew.**
- vi) Helicopter will accommodate only FOUR passengers depending on operating and weather conditions.**

**As seen from above, the helicopter will not be useful to us in view of above conditions - especially condition nos. (iii), (v) and (vi) and therefore it is felt that MOU will not be useful to us.**

**GM may kindly see and approve.**

**(P.S. Gupta)  
Chief Safety Officer**

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

**ANNEXURE - 9**

No. 2002/Safety-I/6

New Delhi, dt. 5.12.06

**General Managers / SECR  
All Indian Railways.**

**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 Governements, Union Territory Admn. 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-Command / Group in due course.

Attention is also invited to Railway Board letter of even number dated 13/15-06-2004 vide whcih 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  
Railway Board.**

Encl : As above.

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)

ANNEXURE - 10

No. 2003/Safety-I/6/2/2

New Delhi, Dated 23.5.2003

**General Managers**

Central Railway, Mumbai.  
East Central Railway, Hajipur.  
Northern Railway, New Delhi.  
Northeast Frontier Railway, Guwahati.  
South Central Railway, Secunderabad.  
Western Railway, Churchgate, Mumbai.  
East Coast Railway, Bhubaneswar.  
South Western Railway, Hubli.  
Metro Railway, Kolkata

Eastern Railway, Kolkata.  
North Western Railway, Jaipur.  
North Eastern Railway, Gorakhpur.  
Southern Railway, Chennai.  
South Eastern Railway, Kolkata.  
South East Central Railway, Bilaspur  
North Central Railway Allahabad.  
West Central Railway, Jabalpur.

**Sub.: The High Level Committee on Disaster Management :  
Implementation of Recommendation Nos. 21.**

The "High Level Committee on Disaster Management over Indian Railways" in recommendation nos. 21 of their report have recommended as follows : -

"Assistance from Neighbouring Divisions - Whenever number of injuries is estimated to go beyond 50, assistance must be sought for from adjoining Divisions. As a rough thumb rule, the scale of such outside assistance required would be from one Division for every 50 additional injuries."

You are advised to implement this accepted recommendation on your railways **with immediate effect** and report compliance to Board. However, it may be noted that this recommendation suggests only a rough thumb rule and it is upto the discretion of the GMs and DRMs of the Zonal Railways/ Divisions to call for additional help based on their assessment of the magnitude of the disaster and the geographical location / conditions of the site.

**(M.G. Arora)**  
Executive Director / Safety

**Copy for information and necessary action to :**

Chief Safety Officers / All Zonal Railways  
Chief Safety Officers / Metro Railway Kolkata

No. 2003/109/013/003/2536

Date : 04 December 2003

To,

Sr. DMEs - BSP, R, NGP

**Sub. : Standardization of breakdown staff for ART etc.**

\*\*\*\*\*

1. On SEC Railway, following norms shall be followed for creation / continuation of posts for maintenance of ARTs, BD Cranes and ARMEs. A comprehensive list of ARTs/BD Cranes and ARMEs is contained in Annexure.

ART ('A' Class)	Skilled	5
	Unskilled	5
	<b>Total</b>	<b>10</b>
ART ('B' Class)	Skilled	3
	Unskilled	3
	<b>Total</b>	<b>6</b>
Steam Crane	Crane Driver	2
	Asst. to driver	3
	Unskilled	1
	<b>Total</b>	<b>6</b>
Diesel Crane (120 / 140 T)	Supervisor	1
	Diesel fitter (Mech.)	2
	Diesel fitter (Elect.)	1
	Crane driver	2
	Skilled	2
	Unskilled	3
	<b>Total</b>	<b>11</b>
ARMV	Skilled	2
	Elect. fitter	1
	Unskilled	2
	<b>Total</b>	<b>5</b>

(112)

2. For the purpose of nomination of staff for breakdown gangs in ARTs/ ARMEs, and payment of breakdown allowance, the norms given vide SE Rly's letter P/L/13/M/Cadre/BD Gang / 49/ 95 dated 29.08.95 and B.D. Gang/51/02 dated 30.12.02 which are reproduced below shall continue to be followed :-

i)	Accident relief train ('A' class/ 'B' class)	
	Supervisor	2
	Skilled staff	14
	Unskilled	12
	Total	<b>28</b>
ii)	Steam B.D. Cranes	
	Crane driver	2
	Asst. to driver	3
	Unskilled	4
	Total	<b>9</b>
iii)	<b>Diesel B.D. Crane (120T/140T)</b>	
	Supervisor	1
	Diesel fitter (Mech.)	2
	Diesel fitter (Elect.)	1
	Crane driver	2
	Skilled staff	2
	Unskilled	8
	Total	<b>16</b>
(iv)	<b>ARME</b>	
1.	Operation of hydraulic and other rescue device and to assist in rescuing of victim passengers	6+1 supervisor
2.	For gas cutting, as may be required to facilitate access to the affected coach for operation of rescue device	2
3.	Operation of minor restoration of affected coaches with the help of hydraulic jacks.	5+1 supervisor
4.	To serve tea, coffee, biscuits etc. to the victim passengers, as required.	2
5.	To ensure for preservation of line of accident and to keep a watch so that the lines are not tempered by anyone	1

6. To keep a close liaison with divisional headquarter for seeking any assistance, if required. 1

**TOTAL 19**

3. Staff working against the maintenance posts specified in para 1 above, will also be included in the break down Gang, within the limits specified in para 2. As an illustration, the breakdown gang for 'A' class ART at BSP will consist of :-

a)	Relevant maintenance staff viz.	Skilled	-	5
		Unskilled	-	5
		Total	-	10 and

- b) 18 specified staff from normal C & W maintenance sanctions, who have been nominated to attend that particular ART as and when required for breakdown work. The break up of this 18 staff will be as under :-

Supervisor	-	2
Skilled	-	9
Unskilled	-	7
Total	-	18

4. The grade wise distribution of the staff shall be done by the divisions in consultation with concerned authority.
5. This has the approval of CME.

**(ANIL SHARMA)**  
**Chief Rolling Stock Engineer**  
**SEC Railway, Bilaspur**

*Suggestions, Omissions and Errors if any may  
please be communicated to*

**P.N.Rao Sr. Safety Officer/Traffic/SECR/BSP.**