

e) Communication Assistance:

- (i) Information counters to be opened at important stations and at the accident site.
- (ii) Information regarding the injured and dead shall be ascertained and given to the relatives whenever asked for.
- (iii) Free Phone with STD facilities shall be made available to the affected passengers to convey their condition to their relatives from the site and stations.

- 10 Controlling SM must proceed to the site by the quickest means taking with him sufficient porters and other staff who can assist in the relief operations.
- 11 SM/SMR shall ensure securing of records in cabin and Station, such as Private number book, train signal register, line admission book, engine log book and speed charts from the loco and other relevant records. He shall also ensure sealing of slides, levers, knobs and relay rooms.
- 12 Take all necessary action as prescribed by the rules and instructions in force.

304 Controlling Station Master:

The controlling Station Master must proceed to the site of the accident by the quickest means. He must take with him coolies, lamps, and any other equipment that he considers necessary. Till relieved by a Traffic Inspector or Officer, he will be responsible for regulating the traffic, attending to the injured, making a note of all evidence which may prove useful in ascertaining the cause of the accident and taking general charge of the situation.

305 Train Superintendent / Travelling Ticket Examiner:

- 1 Ascertain if any Doctor is travelling by seeing the reservation chart and making verbal enquiries and arrange for First aid to the injured passengers.
- 2 Along with other TTEs in the train, he should assist the injured passengers to come out of their coaches. The TTEs should also help passengers trapped in the coaches to come out of the coaches.
- 3 Unclaimed luggage and other belongings should be handed over to the GRP with full details and acknowledgement obtained.
- 4 Prepare list of dead and injured. The list should be classified as under:
 - DEAD
 - GRIEVOUSLY INJURED
 - SIMPLE INJURED

Details of the dead and injured should be obtained from the reservation chart, tickets held (to and from) or co-passengers. Assistance of the Police travelling in the train to be obtained also for identification.

- 5 The following details should be collected:
 - a) Tickets of the Passengers travelling (to and from)
 - b) Ticket Numbers – Class
 - c) Coach Number and its position from the engine
 - d) Address of the passengers
 - e) Nature of injury (Simple, Grievous)
- 6 He should keep record of the number of dead and injured (simple, grievous) if they are already transported by local people to the nearest hospital before the Railway Doctors had arrived.

306 Officer or Senior Supervisor first reaching the Site:

- 1 The Officer or the Senior Supervisor first reaching the site of the accident shall check up:-
 - a) Whether protection has been done.
 - b) On a double line, whether the other line is free from obstruction for moving trains.
 - c) Whether necessary message supposed to be relayed regarding the details of the accident, casualties etc., have already been relayed or not.

- 2 He shall make a quick assessment of the assistance required and relay the same to the control. He will also marshal all available resources like Guard, TTEs, other Railway employees, volunteers from passengers, escort RPF, etc., and organize rescue and relief of the injured and other passengers.
- 3 He shall also examine and make a note of all evidence which may prove useful in ascertaining the cause of accident.
- 4 He shall arrange for protection of the site/area that holds the clues/evidence which will be essential to arrive at the cause of accident. He shall ensure that such clues/evidence is not tampered with by Railway staff or outsiders.
- 5 The following points require special attention:
 - a) The condition of the track, with special reference to the alignment, gauge, cross-levels, curvature, super elevation and rail headwear:
 - b) Point of mount or point of drop, if any
 - c) The condition of rolling stock with special reference to Brake power.
 - d) Marks on sleepers and rails:
 - e) Position of derailed vehicles;
 - f) The position of Block Instruments, signals, points, levers, indicators, keys;
 - g) If the accident has taken place within station section, the position of switches and indications of the Signals, points and track circuits should be jointly recorded preferably by three officers (or three senior subordinates of Traffic, S&T & Engineering departments) of different branches and the relay room should be sealed as soon as possible.
 - h) Position of important relays and the condition of the block instrument (i.e. whether open or locked) and
 - i) He should cross check the list of casualties prepared by the Railway Doctor and countersigned by the civil police (if some bodies are yet to be recovered, it should specifically be mentioned that the list is not final and will be conveyed after salvaging bodies from debris).
- 6 Where possible a rough sketch showing the position of Derailed vehicles, marks on sleepers etc., should be made.
- 7 All relevant materials, clues, damages and deficiencies on the locomotive and rolling stock as well as position of broken or detached parts of Permanent way and rolling stock must be carefully noted and all such clues etc., carefully preserved so that, if considered necessary, the scene could be reconstructed before the police, the Commissioner of Railway Safety or any other senior officer, or court of law.
- 8 If, however, sabotage is suspected, in addition to noting and preservation of all such clues, no object should be disturbed unless the police have had an opportunity of making thorough inspection of the site. However, if there is delay in the arrival of Civil and Police officials at the site of the accident, the senior most Railway Official at site may, at his discretion, jack up any portion of a coach or shift any property to the minimum extent necessary, after noting its original position by sketch to extricate human beings trapped under it, in the shortest possible time to save life and minimize sufferings. Normal traffic, however, should not be permitted without consulting the police.
 - a) Further specific enquiry should also be made from the Commissioner of Railway Safety in case of suspected sabotage to ascertain if he would like to inspect the site before the clearance operations commence.
 - b) Restoration / clearance should not commence (except to the minimum extent necessary to save human lives) unless such permission has been received from police authorities as well as CRS.

9. In the case of serious explosion or fire caused by explosives or dangerous goods, all wreckage and debris must be left untouched, except in so far as its removal may be necessary for the rescue of the trapped / injured persons and recovery of dead bodies, until the Chief Inspector of Explosives or his representative has completed his inquiry or intimated that he does not intend to make any investigation.
- 10 If the station staff are prima facie responsible, the train passing records must be seized and statements of station staff concerned recorded.
- 11 If a passenger carrying train is involved, the officer or senior subordinate must secure the written evidence of as many witnesses as possible and their names and addresses should be recorded. The witnesses selected should not be railwaymen,
- 12 He should have a complete list of names and addresses of the injured and dead along with the addresses of relatives and ensure messages are sent to the relatives of the injured or dead.
- 13 He should also ensure that Superintendent of Police and District Magistrate have been advised.
- 14 He should give the prima-facie cause of the accident with the expected time of restoration.
- 15 He should ensure that progress report is relayed to control every one hour.

307 Commercial Inspectors / Commercial Officials:

- 1 Proceed to the site by MRV or by Road.
- 2 Organise rescue and relief for injured and other passengers.
- 3 Assistance to passengers shall be extended by providing
 - a) Drinking water and refreshments free of cost.
 - b) Providing free telephone facility.
 - c) Issue of Complementary passes.
 - d) Information regarding alternative means of transport to destination.
 - e) Assistance in protection of their luggage, valuables.
 - f) Assistance to ladies, children and the injured.
- 4 In case of Parcels, Mails, Goods etc. arrange stacking, protection, preservation of documents, cash etc. and arrange tarpaulins when necessary.
- 5 Ex-Gratia Payment as applicable.
 - a) Arrange ex-gratia payment on the spot to the injured and next of kin of dead as per extant rules.
 - b) As per rules, money can be drawn from station earnings; proper records to be kept.
- 6 Information to General Public.
 - a) Open information counters and booths for giving information to the Public regarding the names of the injured, dead etc.,
 - b) Display list of injured and dead at a prominent place at the Station / Stations. Also pass information to control.
 - c) Announcements may be made through Public Address System regarding arrangements for diversion of trains, regulations, probable time of arrival of the relief train with the stranded passengers etc.
 - d) If the station is an important one enroute, open information booth even if accident has occurred elsewhere.
 - e) Depute TCs etc., on special duty.

308 Engineering Staff:

- 1 All Engineering officials shall report to the senior most Officer at site or take charge if he happens to be the senior most. The staff who are not on duty or travelling by train shall assist in rescue and relief operations.