

**c) Supply of Food and Drink:**

- i. At the site of accident, refreshments, food and beverages may be supplied free of cost to the affected passengers. These may be arranged from the railway and /or outside sources if necessary.
- ii. The Senior most Official at the site shall have the powers to arrange conveyance of affected passengers free of cost by any available mode of transport and also incur expenditure for carriage of passengers' luggage etc

**Note:** Proper account should be kept of the expenditure incurred duly supported by the vouchers to enable post audit of the expenditure. A statement of the expenditure incurred should be signed by the Senior most Officer at site and put up to Divisional Railway Manager within a period of one month after the accident.

**d) Employment of large body of Workmen to handle heavy machinery:**

When as a result of an accident, a large body of workmen are utilized to handle heavy machinery, etc., in connection with clearance of wreckage, the first Officer of the Engineering, Mechanical or Transportation Department, who arrives at the site of accident shall send a requisition to the Railway Divisional Medical officer concerned to arrange for medical assistance with First Aid and other equipment, for attending to workmen.

**e) Slight injury to railway employee which turns out to be serious :** In case of injury to Railway employees, if the injuries originally diagnosed as slight, eventually necessitates absence from duty for 20 days or more, the Divisional Railway Manager shall advise the Chief Safety Officer. In case of injury to staff of the Railway Protection Force and the Fire service, the Chief Security Commissioner shall advise the Chief Safety Officer.

**704 Media Management at Site:**

The electronic media is in the forefront of reporting train accidents even before the details reach Divisional Control / Central Control due to leap in information dissemination. As per extant instructions, only DRM or the senior most Official present at the site of disaster / accident shall be the Chief spokes person. First hand information should be as accurate as possible to face the media effectively. The following duties by concerned Officials are listed below:

**704.1 Duties of CPRO / PRO:**

- a) On getting the information, proceed to the Emergency Control Room.
- b) Collect the details on real time basis from the Emergency Control.
- c) Only the reliable details as confirmed by the site Manager is to be given to the Print / Visual Media.

**704.2 Objectives of Media Management Plan:**

- a) To post the public with factual information.
  - b) To create a positive public opinion.
  - c) To create a healthy relationship with the media.
- i. Any accident, shall be reported to Public Relations Branch by Central Control. It should be ensured that CPRO / PRO is informed of all the available details.
  - ii. Depending upon the gravity of the situation, CPRO or his representative will immediately position himself in the Central Control.

- iii. Either CPRO or his representative shall proceed to the accident spot, whenever required, to take charge of PR work at the site.
- iv. Meanwhile, PR Official stationed at the Central Control will obtain more details from the site for information of media.
- v. The Public Relations Officer, on arrival at site of accident, shall collect factual information from the Officer-in-charge of the accident site and relay the same to the media men at the site and also to PR representative in the Control. Thus, an on line communication channel will be established to keep media informed of all important details.
- vi. Railway's endeavor shall be to ensure that only factually correct and confirmed information is relayed to the media. For this purpose, the following action shall be taken.
  - Unconfirmed news having no proper source shall not be relayed to media.
  - No one except the PR representative stationed at Control / site shall relay any information to the media.
  - No Railway men shall express or voice any criticism, opinion or views at any point of time about the accident.
  - Only General Manager, CPRO, DRM and Officer authorized by the General Manager is competent to interact or give interviews to the media.

vii The media may be given the following information:

a.	Nature of the accident – place, exact location, time, Train No. & name/s of the dead and injured passengers.
b.	Steps taken by Railways to render immediate medical attention and to provide food and travel facilities for the stranded passengers and also communication facilities like cell phones, STD phones.
c.	Names of Hospitals where injured are being treated.
d.	Facilities offered to the kith and kin of the victims - Payment of ex-gratia.
e.	Setting up of the passenger assistance booths, tele/fax No. e-mail address etc.
f.	Diversion of trains, road bridging, re-routing etc.
g.	Probable restoration.
h.	Prima-facie cause of the accident will be relayed to press only with the approval of DRM / GM.

**704.3 Media needs:** PR / Commercial Department should look after the media needs at site.

- a) Convenience and conveyance of media shall be taken care of by PR personnel with the assistance of Commercial representatives at site. The media persons must be directed to the hospitals where injured are being treated.
- b) Commercial Department must ensure that list of passengers who travelled by the accident involved train, along with the list of dead and injured in the accident, is available to the PR Official in Control / site by the fastest possible means.

**704.4 Advice to the Press:**

- a) The Divisional Railway Manager, Vijayawada, Guntakal, Guntur and Nanded Divisions shall in consultation with the Chief Public Relations Officer, send brief particulars of serious accidents to the nearest News Agencies and other local News papers. Press notification about serious accidents on the Secunderabad and Hyderabad divisions shall, however, be issued by the Chief Public Relations Officer.
- b) It is sufficient if the Press is immediately given such particulars as, for example, the time, date and location of the accident, nature (e.g. collision between trains, derailment of a train indicating passenger or goods etc.), names and addresses of the injured and killed, stating whether the injuries are serious or minor, whether traffic will be interrupted or communication will be maintained by transshipment, the nature of transshipment, if transshipment is arranged, and when through running is likely to be restored. However, cases of trivial injuries shall not be furnished to the press, but the Railway Board will have to be advised.
- c) As soon as possible, full particulars shall be obtained of the number and names of passengers and railway employees killed, seriously injured and slightly injured (minor injury), this information may be given to the same News Agencies.
- d) Copies of all messages prefixed XXR, shall at once be sent to the Railway Board, C.C.R.S, C.R.S., and General Manager (T), and the first message shall be sent expeditiously so that the news may reach the Press first from the Railway. The second message giving details of injuries shall also be sent as early as possible. The Railway Board shall be advised of the progress made towards the restoration of through communication by frequent messages/telephonic advices. It is not necessary to advise the News Agencies daily but every stage in the progress made towards the restoration of through communication may be intimated to them from time to time. The Divisional Safety Officer shall obtain the required information daily from the Engineer-in-charge.

**705 Complimentary Passes: (Board's Letter No. E (G)/58/PS. 5-6/1 Dated 25-8-58):**

Complimentary passes may be issued to the next of kin of the victims as well as to the surviving victims discharged from the hospitals. The class of passes should of course, be the same in which the surviving victims were traveling or higher if recommended by the Doctor. While issuing such passes the following aspects should be borne in mind:-

- a) The issue of such complimentary passes may be centralized in the General Manager's office and should have the approval of the General Manager.
- b) Such complimentary passes may be issued to not more than two relatives of the injured or deceased passenger.
- c) Sufficient safeguard may be adopted so that these passes are not misused. Break of journeys on such passes should NOT be allowed.
- d) The complimentary passes so issued may be included in the half yearly statement submitted to the Board.