

भारत सरकार GOVERNMENT OF INDIA  
रेल मंत्रालय MINISTRY OF RAILWAYS  
रेलवे बोर्ड (Railway Board)

No.2021/Safety(A&R)/26/5

New Delhi, dated 21.05.2021

The General Managers  
All Indian Railways and CMD/KRCL

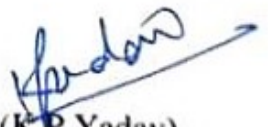
**Sub: Indian Railway Accident Protocol**

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For quite some time, need was being felt for issuing Indian Railway Accident Protocol describing standard set of activities / procedures of reporting and handling serious accidents that can be read and understood by all concerned. Accordingly the Indian Railway Accident Protocol has since been framed and approved by Railway Board. The purpose of framing Accident Protocol is to give gist of provisions relating to accident reporting and accident handling, available in different statutory documents / manuals at one place in a systematic manner as a Ready Reckoner so that it can be used easily to deal with serious accidents.

A copy of Indian Railway Accident Protocol is enclosed herewith. However, if any Railway has any valuable suggestion to improve it further, the same may be conveyed to this office and a soft copy also sent to email id [edsafetyrb@gmail.com](mailto:edsafetyrb@gmail.com).

DA: As above

  
(K.P. Yadav)  
Exec. Director/Safety-II  
Railway Board

Copy to : PCSOs of all the Zonal Railways and KRCL Ltd.



# INDIAN RAILWAYS ACCIDENT PROTOCOL



April, 2021



Government of India  
Ministry of Railways  
Safety Directorate

# INDEX

S.No.	Contents	Page No.
1.	<b>Preface</b>	3
2.	<b>Accident Protocol Chart</b>	4
3.	<b>Channel of Reporting Serious Accident Chart</b>	5
4.	<b>Handling of Serious Accident Chart</b>	6
5.	<b>Annexure I - Definitions</b>	7-8
6.	<b>Annexure II - Accident Reporting</b>	9-16
7.	<b>Annexure III - Handling of Serious Accident</b>	17-22
8.	<b>Annexure IV - Role of Officials of various departments in handling Serious Accident remotely (not at site).</b>	23-27
9.	<b>Annexure V - Role of Officials of various departments sent to the site to handle Serious Accident after receipt of information.</b>	28-35

# Preface

An accident protocol is a standard set of activities / procedures of reporting and handling Serious Accident. It describes methods and practices for reporting and handling of serious train accidents that can be read and understood by all.

Definitions of accident, serious accident, reportable accident, consequential train accident, indicative accidents, unusual incidents, miscellaneous accidents/incidents etc. have been given in various statutory documents/manuals. They are as follows-

- The Railways Act, 1989
- The Statutory Investigation into Railway Accidents Rules, 1998
- The Railway (Notices of Inquiries into Accidents) Rules, 1988
- Accident Manuals issued by various Zonal Railways

Accident Manuals are prepared and updated by all Zonal Railways which deals with classification of accidents, duties of different categories of officials in the event of serious accidents, reporting of accidents, rescue and relief works/machinery, ex-gratia payments, investigation and inquiries of accidents, procedure for dealing with cases of Sabotage/Train wrecking, Disaster Management etc.

There is a statutory organization known as The Commission of Railway Safety under the administrative control of Ministry of Civil Aviation since 1942 with following statutory duties,

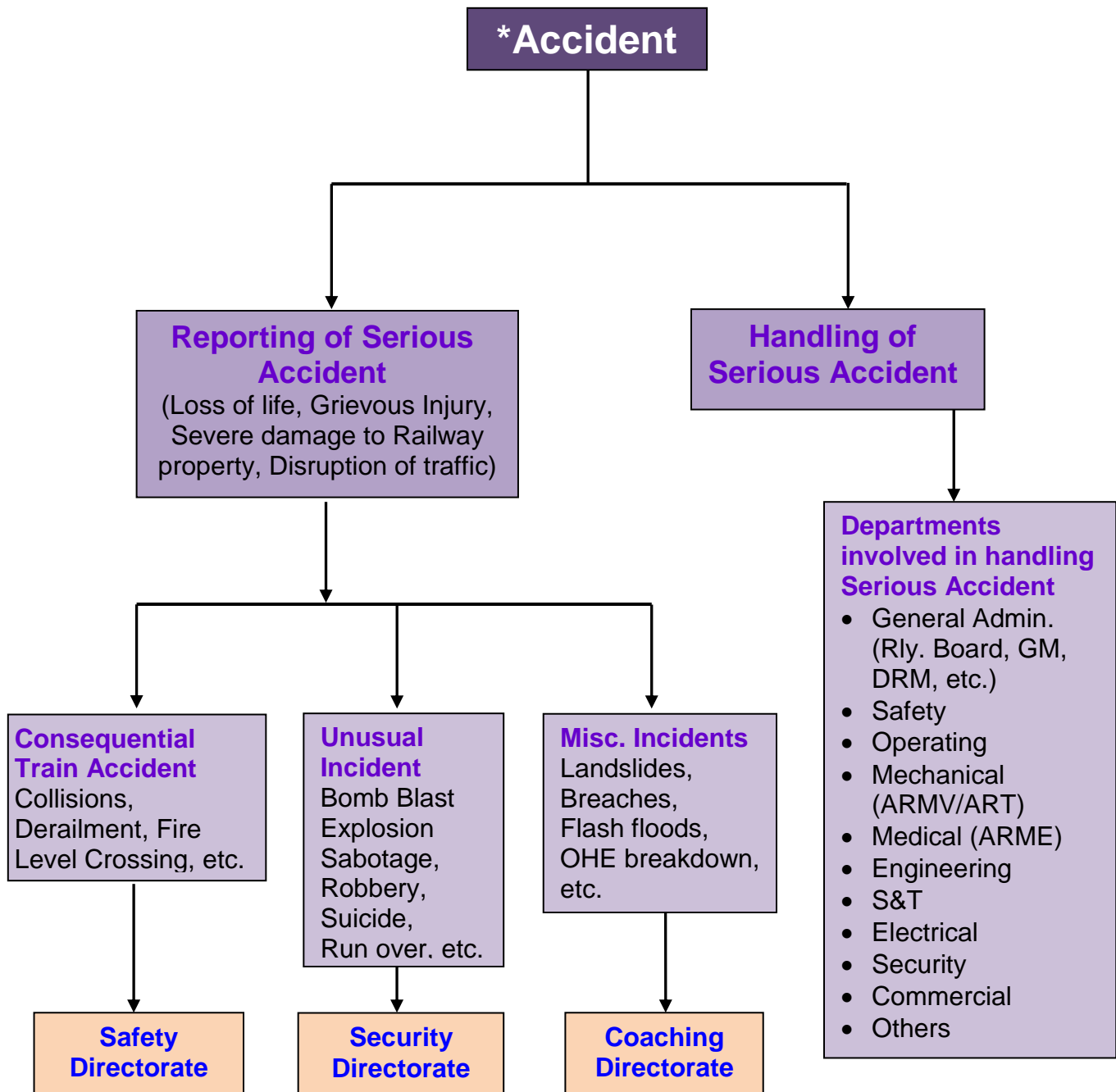
- Investigations into Serious Railway Accidents.
- Statutory Inspection of New Railway lines
- Sanction of Minor Works
- Sanction of Condonation of infringements to Schedule of Dimensions.
- Periodical Inspection of open lines.

The purpose of framing Accident Protocol is to give gist of provisions relating to accident reporting and accident handling, available in different statutory documents/manuals at one place in a systematic manner so that it can be used easily to deal with serious accidents.

Accident inquiries done by Commissioner of Railway Safety (in case of serious accident) or by departmental officials (in case of other accident) are separately dealt by various Acts, Rules and guidelines issued by Ministry of Railways from time to time. For the sake of brevity, the accident inquiry and related subjects have not been included in the Accident Protocol.

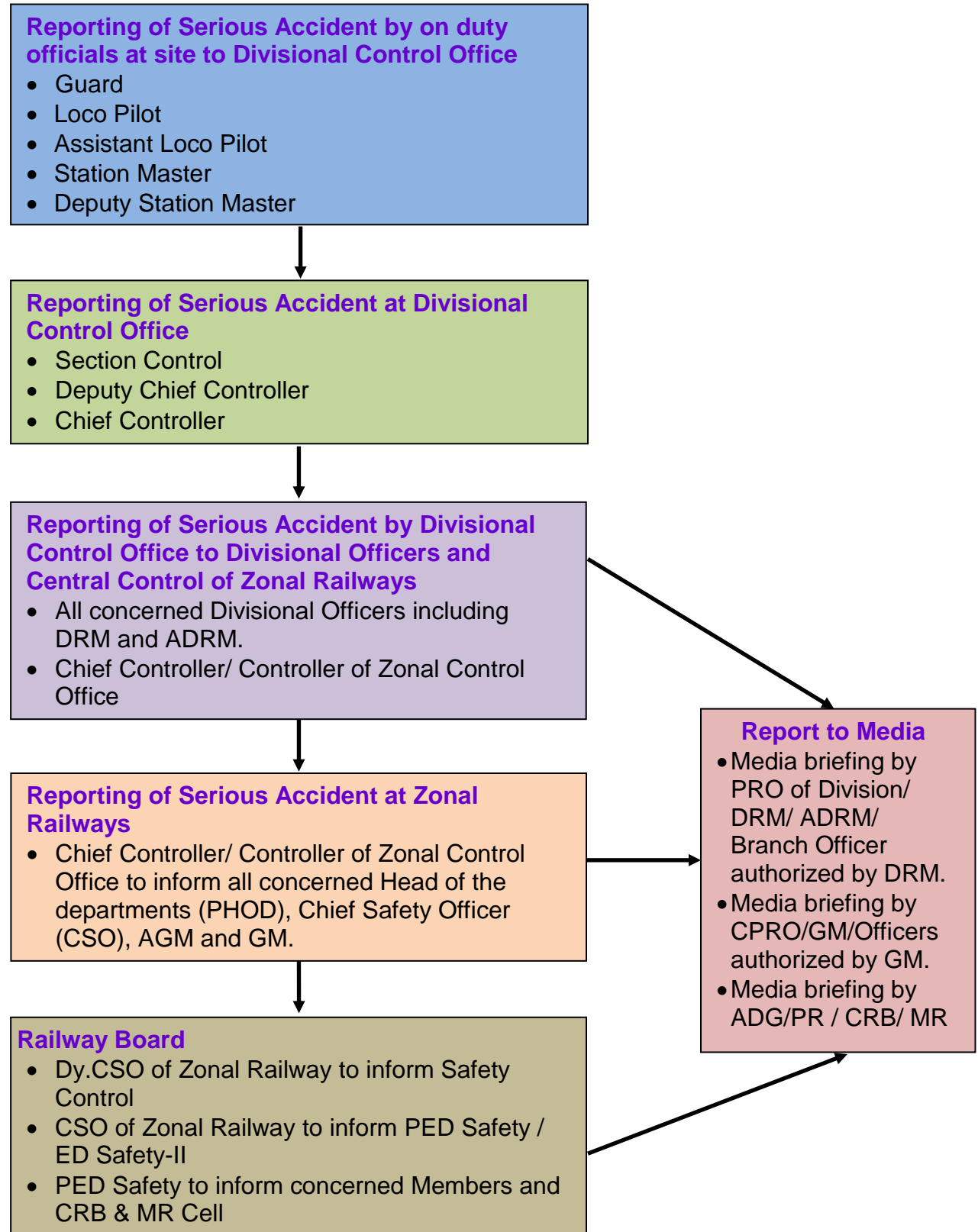
Apart from the serious accidents due to Collisions, Derailments, Fire in Train, Level Crossing Accidents, etc. there are other unusual incidents - Train wrecking, Bomb Blast, Explosion, Hijacking, Sabotage, persons falling out of train, run over cases, accidental death, natural death, murder, suicide, robbery, blockade, landslides, breaches, flash floods, OHE breakdown etc., resulting into loss of life, grievous injury, substantial loss to Railway property, disruption of traffic. Security Directorate and Coaching Directorate deals with the unusual incidents as far as reporting is concerned, however, relief, rescue and restoration of work after such unusual incidents is done by the different arms of the Railway system.

# Accident Protocol



\* The definition of Accident, Serious Train Accident, Consequential Train Accident, Unusual Incidents, Miscellaneous Incidents is given in **Annexure-I**.

# Channel of Reporting Serious Accident



Role and responsibility of Railway Officials (on site & off site) in reporting serious accident are given in **Annexure- II**.



# Handling of Serious Accident

## Serious Accident

### Role of on duty officials available at site in handling Serious Accident

- Guard
- Loco Pilot
- Assistant Loco Pilot
- Train Conductor / Superintendent
- Travelling Ticket Examiner (TTE)
- Coach Attendant
- AC mechanic
- Station Master
- Deputy Station Master
- RPF Officer
- Travelling Railway Staff
- OBHS staff/C&W escorting staff

### Role of Officials of various departments sent to the site to handle Serious Accident after receipt of information

- Traffic
- Official- in-charge at site
- Safety
- Medical
- Commercial
- Mechanical
- Electrical
- Engineering
- S&T
- Security
- General Administration (DRM / ADRM)

### Role of Officials of various departments in handling Serious Accident remotely (not at site)

- Official-in-charge of concerned station
- Officer-in-charge of Divisional Control Office
- Officer-in-charge of Transshipment
- Diesel Power Controller / Traction Loco Controller
- Sr. Divisional Operations Manager
- Other Divisional Officers
- DRM / ADRM
- PCCM
- PCOM
- Other PHODs
- GM
- Member of Railway Board
- CRB & CEO
- MOSR
- MR

Role and responsibility of Railway Officials (on site & off site) in handling serious accident are given in **Annexure- III, IV, V**

### Definitions

**Accident:** For the purpose of railway working, accident is an occurrence in the course of working of railway which does or may affect the safety of the railway, its engines, rolling stock, permanent way and works, fixed installations, passengers or railway servants or which affects the safety of others or which does or may cause delay to trains or loss to the railway. For statistical purposes, accidents have been classified in categories from "A" to "R" excluding "I" and "O". (Railway Board's L.No.2000/Safety (A&R)/19/20, dated 13.12.2000).

**I) Serious Accident:** *(Accident Manual of Zonal Railways)*

Accident to a train carrying passengers which is attended

- a) With loss of life, or
- b) With grievous hurt to a passenger or passengers in the train, or
- c) with damage to railway property, the value of which exceeding Rupees Two Crores (Rs.200,00,000/-), and
- d) any other accident, which in the opinion of the Chief Commissioner of Railway Safety or Commissioner of Railway safety requires holding of an inquiry by the Commissioner of Railway Safety, shall be deemed to be a serious accident.

However, the following shall be excluded from the category of a serious Accident:

- i. Cases of trespassers run over and injured or killed through their own carelessness, or of passengers injured or killed through their own carelessness.
- ii. Cases involving railway servants or holding valid passes/tickets, or otherwise who are killed or grievously injured while travelling outside the rolling stock of a passenger train such as on foot board, or roof or buffer but excluding the inside of vestibules between coaches, or run over at a level crossing or elsewhere on the railway track by a train, and
- iii. Level crossing accident where no passenger or railway servant is killed or grievously hurt, unless the Chief Commissioner of Railway Safety or Commissioner of Railway safety is of the opinion that the accident requires the holding of an inquiry by the Commissioner of Railway Safety

**II) Consequential Train Accidents:** *(Accident Manual of Zonal Railways)*

Include train accidents having serious repercussion in terms of-

- loss of human life,
- human injury,
- loss to railway property, or
- Interruption to rail traffic.

**III) Unusual Incidents:** *(Accident Manual of Zonal Railways)*

These include cases related to law and order resulting in train accidents or not resulting in train accidents and other incidents as follows-



- a) Attempted Train wrecking or Train wrecking or Bomb Blast or Explosion or Hijacking or Sabotage.
- b) Incident of – Persons falling out of train or run over.
- c) Other Incidents – Accidental death or Natural death or murder or suicide or robbery or blockade to train services.
- d) Miscellaneous – Vehicles running away or train running over cattle or floods / breaches and landslides etc.

**All such cases shall be handled by Security branch of Division / Zone.**

*(Railway Board's L.No.2000/Safety (A&R)/19/20, dated 13.12.2000)*

**IV) Miscellaneous Incidents:** *(Accident Manual of Zonal Railways)*

These include cases of -

- a) Vehicle or vehicles running away.
- b) Train running over cattle.
- c) Floods, breaches and landslides etc. resulting in interruption of traffic in an important through line for more than the threshold value.
- d) Other cases of floods, breaches, landslides etc., resulting in interruption to traffic.
- e) Any accident not included in foregoing classifications.

### Accident Reporting

#### 1. **Notice of Railway Accident** - *(Section 113 of The Railways Act, 1989)*

I) Where, in the course of working a railway, —

- (a) any accident attended with loss of any human life, or with grievous hurt, as defined in the Indian Penal Code (45 of 1860), or with such serious injury to property as may be prescribed; or
- (b) any collision between trains of which one is a train carrying passengers; or
- (c) the derailment of any train carrying passengers, or of any part of such train; or
- (d) any accident of a description usually attended with loss of human life or with such grievous hurt as aforesaid or with serious injury to property; or
- (e) any accident of any other description which the Central Government may notify in this behalf in the Official Gazette,

occurs, the station master of the station nearest to the place at which the accident occurs or where there is no station master, the railway servant in charge of the section of the railway on which the accident occurs, shall, without delay, give notice of the accident to the District Magistrate and Superintendent of Police, within whose jurisdiction the accident occurs, the officer in charge of the police station within the local limits of which the accident occurs and to such other Magistrate or police officer as may be appointed in this behalf by the Central Government.

II) The railway administration within whose jurisdiction the accident occurs, as also the railway administration to whom the train involved in the accident belongs, shall without delay, give notice of the accident to the State Government and the Commissioner having jurisdiction over the place of the accident.

#### 2. **Reportable Train Accidents:** *(Railway Board's L.No.2000/Safety(A&R)/19/20, dated 13.12.2000)*

All accidents falling under the purview of section 113 of the Railways Act of 1989 are termed as reportable train accidents and include the following:

- (a) Any accident attended with loss of any human life or with grievous hurt.
- (b) Any collision between trains of which one is a train carrying passengers
- (c) The derailment of any train carrying passengers
- (d) Accidents which are attended with loss of human life in passenger carrying trains due to train wrecking or attempted train wrecking; cases of trains running over obstructions placed on the line; or passengers falling out of train; fire on train; grievous hurt as defined in the Indian Penal Code; serious damage to railway property of the value exceeding Rupees Two Crores (Rs.200,00,000/-). Cases of landslides, breaches by rain/ flood which cause interruption of through running on any important route for at least 24 hours, should also be reported.

## **Provisions of Reporting Serious Accident in The Railway (Notices of and Inquiries into accidents) Rules, 1998**

**Rule (2) Particulars to be given in the notices.**—The notices mentioned in section 113 of the Railways Act, 1989 (24 of 1989) (hereinafter referred to as the Act), shall contain the following particulars, namely:—

- (i) Kilometerage, or station, or both, at which the accident occurred;
- (ii) time and date of the accident;
- (iii) number and description of the train, or trains;
- (iv) nature of the accident;
- (v) number of people killed or injured, as far as is known;
- (vi) cause of the accident, as far as is known; and
- (vii) probable detention to traffic.

**Rule (3) Responsibility for sending notices, to whom to be sent and mode thereof.**—

Whenever any accident, as falls under section 113 of the Act (hereinafter referred to as “Reportable train accident”) occurs in the course of working a railway, the Station Master nearest to the place at which the accident has occurred or, where there is no Station Master, the railway servant in charge of the section of the railway on which the accident has occurred or any other Station Master in charge of a section of a railway to whom the report of the accident is made, shall give notice of the accident by telegraph\* to the Commissioner of Railway Safety, the District Magistrate and the District Superintendent of Police of the district in which the accident has occurred or such other Magistrate or police officer as may be appointed in this behalf by the State Government concerned and by telegraph, telephone or through special messenger or such other quick means as may be available, to the Superintendent of Railway Police and to the officer-in-charge of the police station within the local limits of which the accident has occurred.

Explanation.—For the purpose of this rule, “Reportable Train accident” under section 113 of the Act also includes those usually attended with loss of human life (such as accidents to passenger trains involving collisions, derailments, train-wrecking, or attempted train-wrecking, cases of running over obstructions placed on the line, of passengers falling out of trains or of fires in trains), or grievous hurt as defined in the Indian Penal Code (hereinafter referred to as the grievous hurt), or serious damage to railway property of the value exceeding Rupees Two Crores (Rs.200,00,000/-) which have not actually occurred but which by the nature of the accident might reasonably have been expected to occur; and also cases of landslides or of breach by rain or flood which cause the interruption of any important through-line of communication for at least 24 hours.

\* Telegraph may be read as email.

**Rule (4) Mode of sending notices to the State Government.**—The notice of accidents, required under section 113 of the Act, to be sent without delay by the Railway Administration, shall be sent to the State Government—

- (a) by telegram in the case of—

- (i) accidents deemed, under the Explanation to Rule 3, to be serious by reason of loss of human life;
  - (ii) accidents by reason of which the permanent way is likely to be blocked for more than twenty-four hours; and
  - (iii) train-wrecking or attempted train-wrecking; and
- (b) by letter in all other cases.

**Rule (5) Railway servants to report accidents.**—Every railway servant shall report, with as little delay as possible every accident occurring in the course of working the railway which may come to his notice and such report shall be made to the nearest Station Master, or, where there is no Station Master, to the railway servant in charge of the section of the railway on which the accident has occurred.

**Rule (6) Station Master or railway servant in charge of the section to report accidents.**—The Station Master or the railway servant in charge of the section, shall report all accidents in accordance with the rules laid down by the Railway Administration concerned for the reporting of accidents.

**Rule (6A) Responsibility of ensuring correct reporting of accidents.**—

The responsibility of ensuring correct reporting of accidents shall be of the Divisional Railway Manager (DRM) at Divisional Level and the General Manager (GM) at Zonal Level.

**Rule (7) Railway Administration to report serious accidents.**—

(1) Whenever a serious accident as defined in sub-rule (2) of Rule 2 of the Statutory Investigation into Railway Accidents Rules, 1998 occurs, the railway administration concerned shall, as soon after the accident as possible, by telegraph, supply to the Press such particulars as are mentioned in Rule 2 and as are till then available, and by supplementary telegrams if necessary, immediately after further information is available. A copy shall be sent simultaneously by express telegram to the Railway Board, the Commissioner of Railway Safety of the circle concerned and the Chief Commissioner of Railway Safety. In addition, the Commissioner of Railway Safety shall be informed, telephonically, of any serious accident, by the control of the division in which the accident has occurred.

(2) For the purpose of sub-rule (1), an accident shall be a serious railway accident where—

- (i) accident to a train carrying passengers which is attended with loss of life or with grievous hurt to a passenger or passengers in the train, or with serious damage to railway property of the value exceeding Rupees Two Crores (Rs.200,00,000/-) and any other accident which in the opinion of the Chief Commissioner of railway Safety or Commissioner of Railway Safety requires the holding of an inquiry by the Commissioner of Railway Safety, shall be deemed to be a serious accident. A workmen's train or a ballast train carrying workmen or cattle special train or a tower wagon or such other train

carrying workmen or cattle special, military special carrying authorised escorts or similar such train shall be treated as a passenger train.

- (ii) an accident involving a train carrying passengers leads to loss of life or grievous injury to any railway servant irrespective of whether he was travelling in that passenger train or not, it shall come under the purview of inquiry by the Commission of railway Safety and shall be treated as a serious railway accident': Provided that—
- (a) cases of trespassers run over and injured or killed through their own carelessness or of passengers injured or killed through their own carelessness, and
  - (b) cases involving persons being railway servants or holding valid passes/tickets or otherwise who are killed or grievously injured while travelling outside the rolling-stock of a passenger train such as on footboard or roof or buffer but excluding the inside of vestibules between coaches, or run over at a level crossing or elsewhere on the Railway track by a passenger train, and
  - (c) collision, between a Road Vehicle and a passenger train at a Level Crossing where no passenger or Railway Servant is killed or grievously hurt shall not be treated as a Serious Railway Accident even if those travelling in the road vehicle are killed or grievously hurt shall not be treated as serious railway accident, unless the Chief Commissioner of Railway Safety or Commissioner of Railway Safety is of the opinion that the accident requires the holding of an inquiry by the Commissioner of Railway Safety.

### **Reporting of Serious Accident by on duty officials at site to Divisional Control Office**

*(Accident Manual of Zonal Railways)*

#### **Guard**

- A) **Guard of the Train Involved in Accident:** The duties are given in the sequence in which they have to be performed. On occurrence of an accident to his train, the Guard of the train shall immediately:
1. Note the time of accident.
  2. Make a quick survey of the accident site for casualties, injuries, if any, and for deciding the assistance required.
  3. Send the first information of accident to the control office and then to the nearest Station Master furnishing the following information, through mobile phone or portable telephone, or walkie-talkie or gate phone, etc.,
    - i. Time of Accident,
    - ii. Kilometer etc.
  4. On the double line section, a train passing on the other line should be stopped and the Loco Pilot and Guard given intimation about the accident.

**Driver (Loco Pilot)**

**B) Engine Crew of the Train Involved in Accident:** On occurrence of an accident to a train, its crew shall:

1. Immediately switch on the Flasher Light. If the flasher light is not working, exhibit hand danger signal so as to stop any train coming in the opposite direction on a double line section.
2. Give information to Guards about the locomotive (derailed or not), condition of coaches/wagons immediately in rear of the loco and any other information relevant to the accident.

**Station Master**

**C) Station Master / Station Manager:** (The Station Masters on either side of the block section if the accident occurred in the mid-section or the station master of the station where the accident has occurred.)

1. On a double line, immediately stop the trains proceeding into the affected block section in the opposite direction. If any train has already entered such block section, inform the crew and guard to immediately stop their train and tell them to proceed cautiously so as to stop short of any obstruction.
2. Report the accident to the Section Controller and to the Station Master at the other end of the block section.
3. Control to be advised regarding –
  - a. Time and nature of accident.
  - b. Brief description of accident.
  - c. Medical Relief van required or not
  - d. The need for ART with or without crane
  - e. Adjacent lines clear or not.
  - f. Number of coaches/wagons derailed, canted, capsized, etc.,
  - g. Availability of road approach to the accident site,
4. Station Masters of Stations where sirens are provided shall sound the sirens and arrange to move the Medical Relief Van / ART special trains as per the control orders.
5. Advise the section Traffic Inspector and the officials of other departments by quickest possible means.
6. Call for off-duty Station Masters and Pointsman for assistance in operations.



## **Reporting of Serious Accident by Divisional Control Office to Divisional Officers and Central Control of Zonal Railways**

### **Section Controller**

- A) **Section Controller-** Immediately when the Section Controller is informed of a serious accident on his section, he shall;
- a) apprise the Deputy Chief Controller of the available particulars of the accident and the nature of assistance required.
  - b) advise the Transportation Inspector, Signal Inspector, Loco Inspector, PWI, etc. . through respective controls to proceed to the site of accident by first available means;
  - c) advise the Section Controllers of adjacent sections of the accident and to regulate the train services in suitable places if required ;

### **Deputy Chief Controller**

- B) **Deputy Chief Controller-** Immediately after the Deputy Chief Controller is informed of a serious accident, he shall –
- a) i) issue order to the concerned SSE/Loco through respective control and Station Master for immediately working out of Accident Relief Medical Equipment and Accident Relief Train as required;
  - ii) place demand of ARME immediately without delay, on the division closest/most accessible to the accident site.
- NB – The Division on whom the demand of ARME is placed should respond in the quickest possible manner and dispatch the ARME with least possible delay.
- b) Ensure that the Accident Alarm siren is sounded in time;
  - c) Inform with available details –
    - i) CHC, Sr.DSO/DSO, DRM, ADRM, Sr. DOM, DOM, AOM, **CMS/Sr.DMO**;
    - ii) Sr. DEN/DEN, Sr. DCM/DCM, Sr. DEE/DEE, Sr. DME/DME, Sr. DSTE/DSTE;
    - iii) the concerned OC/GRP, OC/RPF, DM, SDO, DC, IRP, DSP, SRP, OC-Local Police, NDRF and nearest Forensic Science Laboratory;
    - iv) Emergency/Central Control at Zonal Headquarters;
    - v) Civil, Military, public hospitals and available Doctors at the nearest places, in case of casualty/injury;
  - d) Advise RMS authorities if a Mail carrying train is involved in the accident;

**Chief Controller**

- C) **Chief Controller** - Immediately on receipt of the information of a serious accident, he shall ensure that the advice of the accident is sent to all concerned including information to the Central Control of Zonal Railway.

**Safety Officer**

- D) Sr. Divisional Safety Officer / Divisional Safety Officer / Asst. Divisional Safety Officer– Safety Branch of the Division should inform the details of accident to the PCSO/Dy.CSO of Zonal Railways through call on landline phone/Mobile and also through message about serious accident. Simultaneously it should also be informed to Safety Control, Railway Board and to be uploaded on SIMS website.

**Reporting of Serious Accident by Central Control of Zonal Railway**

*(Accident Manual of Zonal Railways)*

**Chief Controller / Central Control**

**A) Reporting of Serious Accident at Zonal Railways**

The Chief Controller / Central Control shall in turn inform all concerned at Headquarters office including GM, PHODs etc. in the following order-

1. Principal Chief Safety Officer
2. Chief Medical Director (in case of passenger carrying train accidents)
3. Secretary to General Manager (for information to GM)
4. Additional General Manager
5. Principal Chief Operations Manager
6. Chief Passenger Transportation Manger
7. Other department controls in Central Control. The respective departmental controls will in turn inform their PHODs, HODs and other officers/supervisors.
8. Chief Public Relations Officer
9. Deputy Chief Operations Manager (Coaching)
10. Deputy Chief Safety Officer- Traffic / Electrical / Mechanical / S&T/Engg.

**Safety Officer of Zonal Railways**

**B) Reporting of Serious Accident by Zonal Railways to Railway Board**

*(Reference of L.No. 2020/Safety (A&R)/19/9 dated 21.05.2020)*

As per extant instructions, the Zonal Railways (PCSOs) should inform PED (Safety)/ ED (Safety)-II about Serious accidents immediately through Mobile/WhatsApp call/message. The Dy.CSO should inform Safety Control through phone/ Mobile call/message about serious accident and simultaneously it should also be uploaded on SIMS website. The Zonal Railways should also update the Safety Control / ED (Safety)-II / PED (Safety) about relief, rescue and restoration work due to serious accident on regular basis till normalcy prevails.

**Safety Directorate Railway Board**

**C) Reporting of Serious Accident at Railway Board**

Principal Executive Director-Safety to inform concerned Members and CRB & MR Cell.

**Media Briefing**

**D) Reporting of Serious Accident to Media**

Media briefing shall be done only by-

1. Public Relations Officer of Division / Divisional Railway Manager / Additional Divisional Railway Manager / Branch Officer authorized by Divisional Railway Manager.
2. Media briefing by Chief Public Relations Officer / General Manager / Officers authorized by General Manager.
3. Media briefing by Additional Director General/Public Relations / Chairman Railway Board / Hon'ble Minister for Railways.

## Handling of Serious Accident

### Role of on duty officials available at site in handling Serious Accident

#### On Duty Guard

1. **Guard of The Train Involved in Accident:** The duties are given in the sequence in which they have to be performed. On occurrence of an accident to his train, the Guard of the train shall immediately:
  - a. Protection of the train met with accident.
  - b. If the accident has occurred on a double line section, the Guard should immediately check if the adjoining line is fouling or not. If it is fouling, he should immediately exhibit red flag by day and flashing light by night towards the direction in which train is expected on the adjoining line. He will continue to exhibit the hand danger signal until the time the adjoining line is protected as per rules in force.
  - c. Quick survey of the site in order to access the causalities and injuries and decide the level of assistance required.
  - d. Arrange to protect his train as per Rules in force, taking the assistance of any qualified staff, such as Assistant Guard, Assistant Loco Pilot, Gangmen, and Gatemen etc.
  - e. Render first aid to any person injured, obtaining assistance of the railway staff, doctors and/ or volunteers on the train, or near the site of accident; and transport the injured to the hospital by taking the help of 104/108 Ambulance service.
  - f. He will also arrange for preservation of clues and evidence until a senior Railway official takes over charge.
  - g. Log activities and remain in general charge till a senior Railway Official takes over charge. There after work as per the instructions of the senior official-in-charge of the accident.
  - h. Send information through quickest means to Control Office and SMs on either side of the block section for this purpose. Walkie-talkie communication provided with stations should immediately be used. Otherwise filed telephone should be used. If a train comes on the other line which is not blocked the same should be stopped and information sent through the Loco Pilot. Assistant Loco Pilot or Asstt. Guard may be sent to the next station to convey information of the accident. If all of the above fail, one of the railway staff on duty on the train should be sent on foot to the nearest station.
  - i. Utilize Emergency Train Lighting box to facilitate medical aid.

#### On Duty Driver (Loco Pilot)

2. **Engine Crew of the Train (Loco Pilot and Assistant Loco Pilot):** On occurrence of an accident to a train, its crew shall:
  - a. Protect the adjacent line/lines/same line in accordance with rules in force.

- b. Take such technical precautions as may be necessary or as prescribed by special instructions to render the locomotive safe.
- c. Send Assistant Loco Pilot to assist the Guard in establishing contact with control office, relief and rescue operations.
- d. Take necessary action to prevent Loco/Vehicles/Wagons from rolling down.
- e. Make a quick survey of magnitude of accident and roughly assess casualty, damage and assistance required.
- f. Send information through quickest means to Control Office and SMs on either side of the block section. For this purpose,
  - i. Walkie-talkie communication provided with stations should immediately be used.
  - ii. Otherwise Mobile Phone and field telephone should be used.
  - iii. If a train which comes on the other line is not blocked the same should be stopped and information sent through the Loco Pilot.
  - iv. Assistant Loco Pilot or Assistant guard may be sent to the next station to convey information of the accident.
  - v. If all of the above fail, one of the railway staff on duty on the train should be sent on foot to the nearest station. If necessary detach Loco and take it to inform SM.
- g. Render all possible assistance to the guard.
- h. Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed.
- i. Log your activities. Do not leave the spot unless you are relieved by a competent authority.

**On Duty Ticket Checking Staff**

**3. Train Conductor / Superintendent / Travelling Ticket Examiner:**

- a) Ascertain if any Doctor is travelling by seeing the reservation chart and making verbal enquiries and arrange for First aid to the injured passengers.
- b) 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.
- c) Unclaimed luggage and other belongings should be handed over to the GRP with full details and acknowledgement obtained.
- d) 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.
- e) The following details should be collected:
  - i. Tickets of the Passengers travelling (to and from)

- ii. Ticket Numbers – Class
  - iii. Coach Number and its position from the engine
  - iv. Address of the passengers
  - v. Nature of injury (Simple, Grievous)
- f) 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.
- g) Duties of IRCTC staff in case train run by IRCTC.
- i. Preserve reservation charts of each coach containing names of passengers who actually traveled and in which berth no.
  - ii. Render First Aid to injured.
  - iii. Take assistance of local people and other volunteers at site.
  - iv. Transport injured passengers by road vehicles, if available, to the nearest hospital.
  - v. Inform stranded passengers about alternative transport arrangement.
  - vi. Record evidences or statement volunteered by passengers/others at site.

**On Duty Coach Attendant & AC Mechanic**

4. **Coach Attendant:** Immediately after occurrence of a serious accident, the coach attendant should work under the guidance of Train Conductor/Train Superintendent.
5. **AC mechanic:**
- a. He should immediately “Switch Off” the current where necessary to avoid short circuiting.
  - b. He should also assist Commercial staff i.e. Train conductor/ Train Superintendent/ TTEs in their duties at the accident site.
  - c. See that the emergency lights inside the Coaches are in working order.

**On Duty Station Master**

6. **Station Master / Station Manager:** Immediately after an accident or on receiving the report of an accident, the station superintendent/ Station Master and Assistant Station Master must :
- a) ensure that no other train enters into the affected line/section from either direction/lock the commutator/handle of the Block Instrument controlling the affected section in “Train on Line” position wherever possible/ensure the signals giving entry to the line are kept at the “ON” position/ ensure putting of “Line Blocked” lever/slide collars on the concerned lever and/or slide/ensure that the points are set against the entry to the affected line and clamped wherever practicable;
  - b) Panel should be protected from any manipulation after the accident in station limit. Take action to protect the traffic and safeguard the property;
  - c) collect detailed information of the accident such as time of accident, nature and location of accident, casualties/injuries, obstruction, damages and assistance



required and ensure that the adjacent line(s) is/are clear before allowing any movement on it/them;

- d) inform, giving details of the accident and assistance required to the Control through the Control phone or any other available means of communications;
- e) render first aid to the injured persons taking the assistance of all Railway staff, Doctors and volunteers available on train or near the site of accident, if the accident takes place within the station limits;
- f) arrange to send all available nearest medical assistance to the site of accident, in case the accident takes place in section and is attended with injury to any persons;
- g) take all possible action to inform all concerned officials including civil and police;
- h) see that the injured persons are shifted to hospital with the help of all available assistance, also see that the detailed particulars of the dead and injured are recorded;
- i) arrange to remove the unaffected vehicles of the train, observing all relevant rules, to facilitate relief operation;

Note: If the accident is attributed to sabotage or suspected sabotage, nothing should be disturbed except for rescuing injured persons unless police clearance is received and on orders from the officer-in-charge at the site.

- j) take all measures for the quick movement of ARME and /or ART to the site of accident and ensure that the caution order etc. are correctly issued to the Driver and Guard of all trains while allowing movement to the site of accident, clearly indicating the site of accident, the locations where the train must come to stop and other restrictions to be observed;
- k) see that water, tea and other requirements are supplied to the injured and stranded passengers within his resources;
- l) remain on duty until replaced by a competent persons;
- m) report the accident to all concerned by the issue of accident message;
- n) seize the Train Signal Register/log book, Private Number book, Line Admission book and other relevant records are required, note the position of Block Instruments, signals, points indicators and levers etc.
- o) Take the statements of staff where possible;
- p) preserve all clues and arrange to protect the area with the help of police or RPF; q) ensure that all trains for transshipment of passengers are worked to the site of accident with the engine leading unless there are special reasons or specifically permitted otherwise by the officer-in-charge at the site of accident;
- r) warn all passengers in advance in case of their transshipment at the site of accident;
- s) ensure preservation of documents of damaged parcels, mail and goods etc.
- t) ensure chronological recording of all information received or/and action taken in connection with the accident, in the station Diary.

On Duty Security Official
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- 7) I) **First Response** - First Information about serious train accident or unusual incident involving loss of life, grievous injury, serious damage to Railway property etc., is normally received by the nearest RPF Post / Outpost. The person receiving such information should muster maximum available man power within the shortest possible time and dispatch them to the scene of the accident by the quickest means. After dispatching the available man power immediately, the Post / Outpost In charge should arrange additional man power. He should simultaneously pass on the information to the senior supervisors, officers and the control rooms.
- II) **RPF Official in charge of site** - The senior most RPF Officer available will assume Control and immediately start the following action
- a) Segregate the area of incidence by establishing temporary barriers by use of nylon ropes (if available) or any other make shift device available at the site to protect the area against the entry of spectators into the affected place.
  - b) Luggage of passengers should be isolated and protected and consigned goods are taken care of till they are handed over to claimants or taken over by the Railway.
  - c) RPF personnel should respond to any call for assistance to rescue victims and transport them to nearest Hospital.
  - d) RPF Officers will maintain close liaison and harmony with the Officers of various departments of the Railways, GRP, Local Police and Officers of Civil Administration.
- III) **Reinforcement:** Efforts will be made to get the reinforcement from the neighbouring posts / outposts, Reserve Line, Divisional Headquarters or Zonal Reserve. In case any RPSF battalion or Company is located in the vicinity, men can be requisitioned from there for dealing with such emergent situation till additional force is available from other sources.
- IV) **Equipment:** While sending reinforcement, it should be ensured that the necessary equipment required for rescue, recovery and protection of the scene of incident are provided. Such equipment should include:
- i) Torches and other lighting arrangements, if it is night time.
  - ii) Nylon ropes and poles for segregating the affected area from unwanted visitors and spectators.
  - iii) Loud-hailer for making announcements.
  - iv) Stretchers and first aid equipments.
  - v) Wireless sets for inter communication.
  - vi) Cameras for photographing the scene.
  - vii) Video recording of rescue and salvage operations and connected administrative arrangements.

### Traveling Railway Staff

#### 8) **Railway Staff traveling on the accident affected train:**

Every Railway servant traveling by the affected train or available at the site, whether on duty or not, shall help in the disaster management by getting identified and rendering immediate assistance to the affected passengers at the site. Non-participation in accident relief operations will be considered as 'DERELICTION OF DUTY'.  
(Accident Manual of Zonal Railways)

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

### Trackmen/Gatemen working nearby

#### 9) **Engineering Gang Staff**

- a. On double/multiple line section stop any other train approaching the accident area by showing hand danger signal.
- b. Ensure that track alignments or lines are not disturbed.
- c. Report to Officer In charge at site and assist in rescue and relief work.
- d. Assist in extricating injured passengers from coaches.
- e. Assist in transporting them to nearest hospitals.

#### 10) **Gateman**

- a. Keep gate closed if the train has not cleared the gate.
- b. On double/multiple line section stop any other train approaching the accident area by showing hand danger signal.
- c. Arrange to inform SM immediately.
- d. Don't meddle with Interlocking.
- e. Avail services of road vehicles waiting or passing through LC Gate.
- f. Send message to nearby village, informing them regarding the accident.
- g. Collect men and material available nearby and direct them to site.

**Role of Officials of various departments in handling  
Serious Accident remotely (not at site)**

**Responsibilities of Officials at Divisional Control Office**

**Section Controller**

- A) Duties of Section Controller** - Immediately when the Section Controller is informed of a serious accident on his section, he shall;
- a) ensure that adjacent line(s) in the affected section is/are free from obstruction before advising the concerned Station Masters to allow the Train to run over it/them ;
  - b) regulate train services in suitable places if required ;
  - c) see that the ARME/ART/Transship Train are worked out to and from the site of accident promptly and have a clear passage;
  - d) keep a chronological record of all information received regarding the accident and action taken'
  - e) obtain further details with regard to the extent of damages and progress in rescue operation and relief measures and co-ordinate with officer-in-charge at the site;
  - f) arrange to remove the unaffected vehicles if any, adjacent to the affected vehicles to facilitate relief operation ;

Note: Coaches with passengers if any should be drawn to a nearby station where catering/drinking water facilities are available, in consultation with the Sr.DOM/DOM.

**Deputy Chief Controller**

- B) Duties of Deputy Chief Controller** - Immediately after the Deputy Chief Controller is informed of a serious accident, he shall –
- a) ensure the availability of engine for working out of ARME and/or ART.
  - b) ensure that the ARME/ART/Transship Train are moved to and from the site of accident on top priority;
  - c) keep a chronological record of details of accident, action taken, progress of rescue service and relief measures etc.

**Chief Controller**

**C) Duties of the Chief Controller** - Immediately on receipt of the information of a serious accident, he shall ensure that –

- a) the Medical relief van and / or relief train etc. are moved promptly to the site of accident on Top priority duly ensuring the following target time for start of Accident Relief Train -
  - i. During day light hours (from 6 to 20 hours): 30 minutes
  - ii. During night hours (from 20 to 6 hours): 45 minutes
 (Normally exit time of ARME to be 15 minutes for double exit and 30 minutes for single exit).
- b) the emergency office is opened and manned in the Divisional Control office;
- c) the regulation of traffic is done correctly, in consultation with Sr. DOM/DOM;
- NOTE: Passenger carrying trains should be regulated at convenient stations, preferably where catering facilities, drinking water etc. are available.
- e) timely information of all changes in train timings, diversion or cancellation of trains etc. is given to all stations on his Division as well as to the adjacent Divisions and/or Railway:
- f) arrangements are made for the onward journey of passengers who are able to proceed; and
- g) all assistance are extended to the officer-in-charge of the Divisional Control Office.

**Officer-in-charge of Control Office**

**D) Duties of the Officer-in-charge of the Divisional Control Office** - Unless otherwise arranged, the Senior Divisional Operations Manager or in his absence the Divisional Operations Manager shall take charge of the Control Office accident situation, who shall be assisted by Officer/Sr. Supervisors of all the concerned branches and shall have the authority to summon for such additional assistance as he deems necessary. He shall;

- a) keep a close watch on the movement of ARME/ART which, meanwhile, have been ordered and arranged for, if required, movement of ARME/ART from adjoining Divisions/Railways ;
- b) make necessary arrangements for doctors and medical staff from nearby hospitals, medical units or stations to move promptly to the site of accident;
- c) keep a close touch with the officer-in-charge at the site of accident to ascertain the position and particularly the assistance required at the site;
- d) ensure that all concerned officials, including Civil and Police authorities, have been advised of the accident;
- e) collect further information regarding the details of accident, progress of rescue, relief and restoration operation and pass on the information to the Headquarters;

- f) arrange for supply of food and drink to injured passengers as well as to other passengers of the affected train and also to the passengers on trains held up at the adjacent station(s) due to the accident;
- g) arrange to open and man information centers for attending to the enquiries from the public at important stations including the station(s) where injured passengers are received and sent to hospitals;
- h) maintain chronological record of all items of information received and action taken thereon;
- i) arrange to obtain the list of persons killed and/or injured in the accident, display it at important stations for information of the public;
- j) divert/cancel trains and also run duplicate/transship trains as the circumstances may require;
- k) arrange for transporting the stranded passengers from the site of accident to suitable place(s);
- l) arrange for speedy ex-gratia payment as per extant rules.

**Officer-in-charge of Transshipment**

**E) Duties of the Officer-in-charge of transshipment in case of serious accident.** — The Sr. Divisional Commercial Manager or in his absence the Divisional/Assistant Commercial Manager will be in charge of arrangements for the transshipment of passengers and their luggage, parcels etc. at the site of accident. The official-in-charge of transshipment will be responsible –

- a) to advise the passengers of the transshipment programme well in advance;
- b) to select, in consultation with the Divisional Engineer or Assistant Engineer, the sites suitable for detraining and entraining of passengers ;
- c) to see that the sites are demarcated and lighted at night, also that the routes over which the passenger may have to walk are clear;
- d) to intimate the Station masters of adjacent stations through Control or in writing the exact kilometers of the site of train halt, so that these can be clearly indicated in the Caution Order to be issued to the Driver and Guard ;
- e) to arrange for supply of drinking water there:
- f) to arrange for sufficient porters, gangmen, etc. from the nearest sources for the free carriage of passengers' luggage, parcel and Government Mail, etc.
- g) to see that the site is provided with portable Telephone, installed and manned during transshipment work;
- h) to ensure that each train for transshipment is accompanied by a responsible person, be piloted and correctly hand-signalled to stop at train halt;
- i) to depute responsible persons to look after the transshipment work and general comfort of passengers and to record the details of the work in Log Book at site;
- j) to ensure arrangement of Railway Security staff at the site of transshipment to safeguard the passengers and their luggage, especially at night.



### Power Controller

#### **F) Power Controller / Traction Loco Controller:**

- 1) Immediately Arrange power and crew for Medical Relief Van and Accident Relief Train.
- 2) Ensure Medical Relief van and Accident Relief Train are dispatched within the time prescribed.
- 3) Inform the Divisional Mechanical / Electrical Officers, headquarters PRC/TLC, CMPE(R&L)/CELE
- 4) Advise adjacent Division for MRV and ART if required.
- 5) Plan for additional powers and crews to assist in restoration.
- 6) Obtain bio-data of running staff involved in accident and arrange for breathlyser test and collection of blood samples at the earliest.
- 7) Co-ordinate with the Dy. Chief Controller so that the necessary locomotives, Loco Pilots, fitters and other technicians reach the site of accident promptly as required.

#### **G) Traction Power Controller:**

- 1) Ensure that the Electric Power Supply is cut off from the section if the overhead equipment is involved and / or where crane working has become necessary.
- 2) Ensure that all the necessary arrangements have been made for dispatch of Tower-car, electrical staff and equipment required at the site of accident.
- 3) Co-ordinate with Divisional Electrical Engineer (Traction distribution), Dy.Chief Controller and Traction Supervisors concerned for restoration affected quick OHE.

### Senior Divisional Operations Manager

#### **H) Senior Divisional Operations Manager**

- 1) Ensure that Medical Relief Van and Accident Relief Train leave within time and reach the site of the accident on top-priority.
- 2) Clear the unaffected coaches in the front and rear to the nearest convenient stations after transshipping the passengers from affected coaches.
- 3) Plan for second MRV/ART for reaching the site from other end, if necessary from adjoining Divisions/Railways.
- 4) Plan for trains for prompt transport of stranded passengers at the site and clearance of passengers held up at other stations.
- 5) Clear the stabled loads from the stations on either side of the site so that the lines are available for dealing MRV/ART/Coaching relief train/officers special/material train/tower-car/ light engines, etc.,
- 6) Mobilize sufficient number of Guards, TIs, SMs, Pointsman etc., and deploy at site and at the adjoining stations for organizing shunting and quick movement of MRV/ART/Coaching relief train/ Officers special/ Material trains/ Tower-car/ L.E, etc.,
- 7) Depute DOM/G or AOM to site to co-ordinate the movements and for relaying information about progress of relief/ restoration.

- 8) Plan for regulation of Passenger, Mail / Express trains, cancellation, diversion, termination short of destination in consultation with Headquarters such that the passengers can get catering facilities.
- 9) See that chronological log of all items of information and action taken connected directly or indirectly with accident is maintained properly.
- 10) Keep liaison with adjacent Divisions, Site and Headquarters.
- 11) Details of the dead, injured sustaining grievous or simple injury, their originating and destination station, ticket No. Hospitals to which sent for treatment and also particulars of next kith and kin to be obtained from the site and relayed to Emergency Control, Chief Safety Officer etc.

#### Other Divisional Officers

#### **I) Duties of Railway Officers of each Department in Divisional Head Quarters —**

Immediately on receipt of information of a serious accident, all Railway Officers concerned must report at the Control Office or at the nominated place and take the following action promptly;

- a) decide, the Officers who will be deputed to take charge at the site and at the Divisional Control office ;  
  
 NOTE: Normally Sr. Divisional Safety Officer (Sr.DSO), Sr. Divisional Medical Officer (Sr.DMO), Sr. Divisional Mechanical Engineer (Sr.DME), Sr. Divisional Electrical Engineer (Sr.DEE/TRD), Sr. Divisional Engineer (Sr.DEN), Sr. Divisional Security Commissioner (Sr.DSC), ADRM / DRM move to the site for handling serious accident
- b) arrange the quickest means for reaching the site of accident;
- c) ensure that resources of all Departments, in men and material, are promptly made available for rendering assistance to passengers, in clearing the line and, if required, for transshipment of traffic ;
- d) make out a general plan of action for dealing with the accident and detailing the duties of officers of different Branches and other Officials;
- e) ensure that all Civil authorities concerned and other concerned officials have attended the site of accident;
- f) ensure attendance of Doctor, ambulances and other available road vehicles in addition to ARME and/or Relief train and preparation being taken in rescue services.
- g) see that the proper arrangement of staff and labour from each Department is made;
- h) keep a close touch with the Officer-in-charge at the site of accident and different dealing centers and see that all assistance is provided and properly utilised in rescue service and in clearing the line at the earliest
- i) keep a close touch with the Head Quarters, adjacent Divisions/Railways for advice and assistance
- j) open and man enquiry counters at important stations of the division for the information of the public.

**Role of Officials of various departments sent to the site to handle Serious Accident after receipt of information**

**Traffic**

- A) **Duties of Transportation Inspector** - On receipt of information of a serious accident, the all concerned Inspectors shall –
- a) Reach the site of the accident by the quickest available means;
  - b) Take general charge of the situation until the arrival of an officer;
  - c) Ensure the occupied and obstructed lines are protected as per rules;
  - d) Make out a quick survey of casualties and injuries, ensure rendering of first aid to the injured, taking assistance of all available Railway Staff, Doctors and Volunteers on the train and near the site of accident ;
  - e) Arrange to shift the injured persons to the nearest hospital with the help of available assistance, keeping their particulars as available and ask for further assistance if required;
  - f) Collect and record all important information relating to the accident, such as,
    - i. the condition of the track, with special reference to alignment, gauge, cross-levels, super elevation, points of mount and drop, any sign of sabotage etc. ;
    - ii. the condition of rolling stock with special reference to brake-power and braking gear
    - iii. all marks on sleepers, rails, locomotives, and vehicles etc. especially for preservation of clues;
    - iv. position of derailed vehicles;
    - v. position of Block Instruments;
    - vi. position of indications, keys levers etc. if the accident is within the station limits, in the section where provided with signals etc.
    - vii. prima facie cause of accident;
  - g) ensure that the Train Signal Register, Log Book, Private Number Book, Line Admission Book, speed Recorder Chart and other relevant records are seized,
  - h) obtain the statements of staff involved in the accident, as far as possible;
  - i) prepare a rough sketch showing the position of derailed vehicles, position of track and OHE etc. make a quick survey of the extent of damage ;
  - j) remain at the site of accident for all possible assistance till relieved by another staff.

**Official-in-charge at the site**

- B) Duties of official-in-charge at the site**-The senior most official present at the site when the accident occurred shall be in overall charge of the relief operation till he is relieved by another official deputed by the Administration to take over charge. However, the senior most official of the Mechanical Department shall be in-charge of the relief train. The senior most official present at the site of a serious accident, shall –
- a) take general charge of the situation and take action to provide all possible assistance;
  - b) depute Officers/Senior subordinates and all other staff or specific duties in –
    - i) assisting the rescue operation, if any;
    - ii) assisting the preservation of clues;
    - iii) assisting the transshipment work, if any;
    - iv) taking action to remove the obstruction as soon as possible;
    - v) ensuring the protection of adjacent line(s) and the affected train as per rules;
  - c) see that the portable telephone is installed and manned constantly by a responsible staff, and ensure adequate lighting of the accident area at night;
  - d) see that the injured persons if any are rendered first aid and shifted promptly for medical aid;
  - e) ensure to get clearance from Police authorities in case of suspected sabotage;
  - f) make an immediate assessment of the following, with the help of the available doctors and /or others;
    - i) the number of persons killed, and of those sustaining grievous, simple and trivial injury;
    - ii) extent of damage;
    - iii) the period of suspension of traffic;
    - iv) assistance required;
    - v) prima facie cause of accident;
  - g) see that a dealing centre is opened at the site of accident and manned –
    - i) to keep the details of persons killed, injured, and action taken in each case;
    - ii) to relay the above information in details to the Divisional Headquarters;
    - iii) to attend to public enquiries and
    - iv) to relay the progress of relief work;
  - h) ensure recording of all information at the dealing centre concerning the accident and the relief operations in the form of an accident Log Book.
  - i) see that immediate action is taken to protect and safeguard property;
  - j) see that proper assistance is given to the injured, ladies, children and the aged ;

- k) arrange for transporting the stranded passengers, preferably to stations where drinking water, catering arrangements etc. are available, unless they can be sent to their destinations :
- l) see that the arrangement is made for preservation and proper care of dead bodies, if any, till further disposal;
- m) see that obstruction is cleared in a minimum possible time, and every action taken for this purpose;
- n) arrange, in case of the accident occurring at a station, for speedy ex-gratia payment as per extent rules.

**Safety**

**C) Senior Divisional Safety Officer:**

- a) Proceed to the site of accident by first available means.
- b) Ensure protection of affected line(s) and adjacent line(s) has been done as per rules or not;
- c) Check proper arrangement is made in rescue and / or relief operation ;
- d) Take all action for preservation of clues ;
- e) See that the assistance, to the extent necessary, is called from all sources ;
- f) Ensure collection of detailed particulars of the accident ;
- g) Arrangement of videography of the site
- h) Record statement of Guard and Loco pilot and subject them to breathlyser test and liaison with Medical department to collect blood sample.
- i) Ensure joint measurements etc., are taken in prescribed Proforma. Recover the speedometer chart, data logger statement etc.,
- j) Ensure evidence of train staff, station staff and public is taken on the spot. Addresses of passengers who are willing to give statements later should also be obtained.
- k) If the accident took place within station section, he should arrange to record the knob position on the panels, block instruments position, etc., and seize the relevant station records.
- l) Produce public witnesses and advise Superintendent of Police and District Magistrate in time, issue press notification in local press when advised by Chief Safety Officer, in case of CRS enquiry.

**Medical**

**D) Duties of Medical Officer & Staff:** The nearest Railway Medical Officer, on receipt of the report of a serious accident with injury to person, shall –

- a) Reach the site of accident with the Medical Relief Train or by the quickest available means, with all men and material commensurate with the seriousness of the accident, assess and advise further medical assistance necessary ;

- b) Obtaining and transmitting the details of persons involved in the accident to the Divisional Control Office and in case of an accident to a passenger-carrying train, reportedly attended with casualties and/or grievous injuries, unless otherwise advised by the Divisional Railway Manager, must proceed to the site of the accident by the first available means.
- c) One doctor should be deputed to collect blood sample of crew of train.
- d) render medical aid to the injured carefully as far as possible at site ;
- e) make timely and adequate arrangements for shifting the injured persons to suitable hospitals as considered necessary for further treatment ;
- f) keep detailed particulars of the dead and injured e.g. their name, address etc. as far as available ;
- g) deal with the dead and injured as per extant rules and instruction.
- h) Co-coordinating with Civil/Military/State/Public medical authorities and private practitioners for the purpose of (a) above.
- i) Proper follow up to be done daily for all injured patients admitted in different hospitals for the first two weeks alternate day on third week and then weekly and by weekly. Progress reports to be prepared till all the patients are discharged from the hospitals.
- j) All the bills of non-railway hospitals including private hospitals to be settled in consultation with Commercial department, Personnel department at divisional level as per extant Rules.

**Commercial**

**E) Duties of Commercial Officer at site -**

- 1) The Sr. Divisional Commercial Manager or in his absence the Divisional/Assistant Commercial Manager, on receipt of information of a serious accident, shall proceed to the site of accident by first means.
- 2) Ensure that drinking water, tea and snacks are promptly supplied to stranded and injured passengers. Keep the record of the number of passengers served with tea and snacks.
- 3) Take charge of the custody of luggage of the injured persons.
- 4) Luggage of the dead passengers shall be deposited with the Railway Police after proper records and acknowledgement.
- 5) Issue advice to the next kith and kin of the injured and dead and also furnish details to Sr.DOM in Control Office.
- 6) Arrange for sufficient number of Ticket Collectors, Porters and Vendors for assistance of stranded passengers.
- 7) Arrange for ex-gratia payment to the injured and the next kith and kin of the dead.
- 8) Arrange for refunds to the passengers.
- 9) Assist the stranded passengers during transshipment with sufficient number of Porters and TCs.



- 10) Arrange to open enquiry office at the site for replying to the queries regarding disposal of the injured and dead.
- 11) Make inventory of the parcels damaged and advise the CCO/SC.
- 12) Arrange for buses for stranded passengers and keep record of the buses arranged destination-wise with the number of passengers.
- 13) Ensure the making over of the dead bodies to the Police for disposal;
- 14) Assist the Railway Doctors with Ticket Collectors / Porters. He should compile the figures of injured and dead from all sources. (i.e. Police, TTE / SM).
- 15) Issue advice to the Control Office / Stations for issue of free passes to the next of kin of the dead and injured.
- 16) Keep in touch with the progress of patients in hospital and increase the exgratia payment suitably in case simple injuries turn into grievous or patients paid ex-gratia payments for grievous injuries die later in the hospital.

**Mechanical**

**F) Senior Divisional Mechanical Engineer:**

- 1) Proceed to the site. After site survey, make out a plan of action for quick rescue of injured and trapped passengers. Accordingly call for the equipment, manpower required.
- 2) Supervise rescue operation.
- 3) Ensure that Speedo meters record, engine log Books etc., are seized / sealed.
- 4) Correctly forecast to control as to the sequence of movements required to site.
- 5) Record the details regarding brake power and other aspects of Rolling stock as per prescribed Proforma.
- 6) Have the joint measurements of the rolling stock taken.
- 7) Check the fitness of the stock supposed to move from the site.
- 8) Note down observations, make arrangements to record joint measurements if loco is involved in accident. If it is not possible for all types of measurements to be taken on the spot then these should be taken in the shed. All relevant records should be sealed in shed.

**G) Mechanical / Breakdown Staff:**

- 1) Proceed to the site of accident. Assist in evacuating passengers if any, trapped in coaches involved in accident.
- 2) Record the details regarding brake power and other aspects of the rolling stock as per prescribed pro-forma.
- 3) Take measurements of the Rolling stock as per the prescribed Proforma / procedure.
- 4) Check the fitness of the stocks which are supposed to move from the accident site and certify their fitness.

- 5) Ensure that locos / coaches / wagons re-railed are in a fit condition to be taken from the accident site.
- 6) Plan for efficient movement of Breakdown Special, engine, tower wagon etc., between site and station for quicker restoration.
- 7) Ensure that the log / diary regarding restoration at the accident site is maintained properly
- 8) Ensure that video cassette of the serious accidents is prepared in systematic and continuous manner specifically showing the position of coaches, engine under gears of coaches and engines, rails, tracks etc. and the clues which may in turn provide some information to the enquiry authority. Similarly, still photographs should also be taken in judicious manner.

**Electrical**

**H) Senior Divisional Electrical Engineer:**

- 1) Ensure proper lighting arrangements are provided at the site.
- 2) In case of fire in coaches, arrange to immediately collect / record evidence of passengers.
- 3) Examine the coach to ascertain the cause and damage.

**I) Senior Divisional Electrical Engineer (Traction Distribution)**

- 1) Arrange for adequate number of OHE breakdown staff, tower wagon and proceed to the site of accident by the quickest available means.
- 2) Depute Officer / Supervisor in control office.
- 3) Ensure that OHE is made dead and OHE is slewed as required.
- 4) Arrange and supervise restoration of OHE, expeditiously.
- 5) Record all relevant information concerning the accident.

**J) Senior Divisional Electrical Engineer (Traction Operation / Traction Rolling Stock):**

- 1) Where EMU or Electric Locomotive is involved, call the relief train, if required with adequate number of breakdown staff and proceed to the site by quickest available means.
- 2) Depute officer in the Control Office.
- 3) Note down joint observation regarding the loco / EMU.
- 4) Ensure that measurements of the loco / EMU are taken on the spot wherever possible otherwise in Car / Loco Shed.
- 5) Ensure that speed

**K) Electrical Staff: Power (General):** Ensure lighting arrangements, if required, are provided at the site. In case of Fire in coaches, immediately collect / record evidence of passengers with full particulars. If some passengers are willing to give evidence later on, their names and addresses should also be recorded.

**1. Over-Head Equipment**

- a) In case of an accident, where OHE is involved, arrange for adequate number of break-down staff / tower wagon and proceed to the site of the accident by the quickest available means.
- b) Ensure the OHE is made dead and OHE is slewed as required for ground / crane operations.
- c) Arrange and supervise restoration of OHE expeditiously.

**2. Loco Inspector:**

- a) Proceed to site in case Electric/Diesel Loco or EMU is involved.
- b) Supervise restoration operations.
- c) Ensure that Speedo graphs, Speedometer chart, Loco / EMU log books are seized, sealed and kept in safe custody.
- d) Note down his observations regarding the Electric / Diesel Loco / EMU and record measurements as per the prescribed pro-forma.
- e) Ensure that measurements of the Loco / EMU are taken on the spot. If it is not possible for all types of measurements to be taken on the spot, the same should be taken in shed.

Engineering

**L) Senior Divisional Engineer (Civil):**

- 1) Proceed to the site.
- 2) Ensure joint measurements are taken and sketches of the accident site are accurately drawn out.
- 3) Ensure collection of adequate labour, material and equipment and their proper deployment for speedy restoration.
- 4) Depute one DEN / AEN in Control Office for planning, reinforcement of labour, material and staff and movement of material train.
- 5) Ensure that inspection notes and diary of AEN, S.E/J.E (P.WAY) gang charts, maintenance records etc., are seized and secured.
- 6) Assist other departments in clearance of line and ensure that track is rendered fit and certified at the earliest.

**M) 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.
- 2) Render assistance to give medical relief / treatment to injured passengers. Make available all transport facilities to the injured passengers and assist in rescue of trapped passengers.
- 3) Arrange divers with diving equipment for under water rescue.

- 4) Safeguard and preserve clues till Police or RPF personnel arrive at site and take charge. Collect evidence in the form of track readings and rolling stock measurements.
- 5) Ensure water supply at adjoining stations and arrange for supply at accident site.
- 6) Cutting equipment available with the Section Engineers (P.Way) and Section Engineer (Bridges) and workshops to be moved to the site for supplementing the ones available in the B.D. special.
- 7) Assist other departments in establishing communications and power supply at site, including hiring of Diesel generator sets for augmenting the power supply arrangements.
- 8) Assist in transshipment of passengers and their luggage.
- 9) Provide tents and other temporary shelter at site for protection against elements of weather.
- 10) Ensure track is restored for traffic at the earliest.

### Signal and Telecommunication

#### **N) Senior Divisional Signal and Telecommunication Engineer:**

- 1) Proceed to site of accident. Make arrangements for installing, Mobile/Railway/ BSNL/ Satellite phones at site in sufficient numbers so that communication from site to control office/divisional office/Zonal office/ other stations, outside agencies takes place smoothly and without delay.
- 2) Establish communication between the site and Divisional Head Quarters Office.
- 3) Ensure that a detailed record is made of all evidence bearing on the accident so far as S&T and interlocking are concerned.
- 4) Preserve clues and seal the relevant equipment if required.
- 5) Restore the signaling and interlocking for normal working without delay.

#### **O) Signal and Telecommunication Staff:**

- 1) Proceed to site by quickest means available.
- 2) Ensure portable telephone / emergency telephone set is provided at site.
- 3) Wherever feasible, wireless sets to be installed at accident site for communication with Divisional Headquarters and if possible with Railway Headquarters. Walkie-talkie sets / Megaphones / loud hailer to be deployed as necessary.
- 4) DOT/BSNL telephone with STD facility to be arranged at the temporary enquiry offices opened at site and nearest location wherever possible.
- 5) Render such assistance as required by Guard in attending to the accident victims and stranded passengers.
- 6) Seal Block instruments, Relay rooms and note positions of levers, knob, slides indications etc., as the case may.
- 7) Arrange for early restoration of signaling and telecom equipment as soon as such restoration is permitted.

### Security

**P) Senior Divisional Security Commissioner (Sr.DSC) / RPF:** On receipt of information about serious accident, Sr.DSC will take following actions -

- 1) Post adequate number of RPF at site of accident and at any other place where assistance from his department may be required.
- 2) Proceed to site by quickest available means.
- 3) Liaise with the local police at site.
- 4) Coordination with state fire department in case of fire accidents and arrangements for collection samples by FSL.
- 5) Ensure security of passengers belongings, parcels, damaged goods, parcel van etc.

### Divisional Railway Manager

**Q) Divisional Railway Manager** - In the event of a serious accident, the Divisional Railway Manager shall –

- a) depute an officer to the site of the accident to assume overall charge, unless he himself proceeds to the site of the accident;
- b) ensure that assistance is rendered by each Branch of his Division promptly and efficiently in rescue and relief, transshipment of traffic if required, and for removal of obstruction at the earliest; allot specific duties to the individual Officers for dealing with the accident ;
- c) keep a close touch with the Officer-in-charge at the site of accident and Officer-in-charge at the Control office and see that all assistance is provides and properly utilised in rescue and relief and for removal of the obstruction ;
- d) Ensure that Telephonic and / or Telegraphic advice of the accident is sent to the concerned officials;
- e) Arrange a preliminary enquiry in cases where immediate investigation of certain matters is considered necessary even though the enquiry may be conducted later by the Commissioner of Railway Safety etc.
- f) Proceed to the site of the accident as and when required under extent instructions.
- g) He will brief the Media himself or authorize PRO for briefing.

### Principal Chief Operations Manager

**R) Principal Chief Operations Manager** – He will monitor the rescue and relief operation, regulation of the trains, diversion of trains, starting new trains for transshipping the stranded passengers, movement of cranes/ART/ARME etc. He will also guide the Divisional Officers for restoration and regulation of traffic.

**Principal Chief Commercial Manager**

- S) Principal Chief Commercial Manager** – He will monitor the rescue and relief operation, ex-gratia payment to the kith and kins of accident victims, arrangement for transshipment of stranded passengers, catering arrangement at the site, co-ordinating with the Civil authorities for treatment of injured passengers etc. He will also guide the Divisional Commercial Officers to handle the serious accident efficiently.

**General Manager**

- T) General Manager** – He will monitor the rescue and relief operation, ex-gratia payments, movement of ART/ARME, movement of special trains for stranded passengers, establishment and functioning of Control room at site/ Divisional Office to disseminate correct information about the accident to the general public. He will also update CRB & CEO, Railway Board regarding handling of serious accident. He will brief the Media himself or authorize CPRO for briefing.

**Members of Railway Board**

- U) Members of Railway Board** – They will monitor and guide the Zonal Railway Officers of their respective departments in the efficient handling of serious accident. They may also visit the accident site, if required to supervise the relief and rescue operation.

**Chairman & CEO Railway Board**

- V) Chairman & CEO Railway Board** – He will brief the Hon'ble MR about the accident, relief and rescue operation, payment of ex-gratia etc. He may visit site, if required to supervise the relief and rescue operation. He will brief the Media himself or authorize ADG/PR for briefing.

**Hon'ble Minister of State for Railways (MOSR)**

- W) Hon'ble Minister of State for Railways (MOSR)** – Hon'ble MOSR will monitor the relief and rescue operation at the site and also apprise Hon'ble MR. He may also announce any special items of relief, enhanced ex-gratia etc. as approved by Hon'ble MR. He may also visit the accident site, if required to assess adequacy of relief and rescue operation.

**Hon'ble Minister of Railways (MR)**

- X) Hon'ble Minister of Railways (MR)** – Hon'ble MR will monitor the relief and rescue operation at the site and also apprise PMO, MHA and other Ministries if required. He will also make a statement in the parliament, if required. He may brief Media or authorize CRB & CEO or ADG/PR for briefing. He may also announce any special items of relief, enhanced ex-gratia etc. He may also visit the accident site, if required to assess adequacy of relief and rescue operation.

***Indian Railways is heading towards achieving  
“The Mission Zero Accident”.***