

# Mock Drills, Role of Control Office and Duties in Accident Management

**Prof/RST**

# **Mock Drills**

- In terms of instructions issued by Railway Board vide letter No.**
- No.2008/Safety (A&R)/14/4 New Delhi, dated 18 February 2009,**
- conducting mock drills is very important for checking the preparedness of ARMVs/ARTs as well as concerned staff.**

- The mock drills have to be organized regular in coordination
- with the Sr. DOMs in the Division,
- and the COMs in Headquarters.
- Examination of the records relating to conduct of Mock Drills over 68 Divisions of Indian Railways during 2010-15 revealed that:-

- There was no shortfall in full scale mock drill over Southern Railway, South East Central Railway and Metro Railway, Kolkata.
- Full scale mock drill was not conducted in 15 Divisions of seven Zonal Railways and
- in any of the Divisions of South Central Railway.
- As against the requirement of 245, 175 full scale mock drills were conducted in 49 divisions of 16 Zonal Railways.

- Thus, the nodal organization i.e. Safety Department both at the divisional and Zonal level failed to monitor
- the training needs of the staff with reference to the disaster preparedness.
- The status of progress of training imparted to frontline staff indicated that Indian Railways were not serious in developing skills of staff to deal with emergency during disasters.

- The real purpose of these drills is
- to make all the staff who have specific duties to perform in case of an accident,
- to practice their parts regularly and test check the equip-ments,
- so that in a real emergency they perform their duties without confusion.

- The staff of Mechanical, Electrical, Traffic, S&T, Security, Medical, Commercial, Civil defense are required to
- participate in these drills and the specific duties of each should be clarified to all and
- they should practice the same during the course of such drills.

## **The staff should be drilled in the following items:**

- i. Turning out Accident Relief Trains.
- ii. Whether correct information is given to the control particularly in respect of the nature of assistance required.
- iii. Action to be taken to stop any train or trains approaching the station
- iv. Medical assistance available mustered in full strength and calling out St. John Ambulance Brigades.



- v. Arrangements to the extent possible for protecting public belongings.
- vi. Other assistance to provide succour.
- vii. Staff conversant with the use of Portable telephone; and
- viii. Information, if required, given to adjacent stations etc., Detailed reports on the Drills conducted shall be sent to the Safety Branch of Head quarters office.

## Guidelines for Mock Drill:

a) Disaster Management essentially necessitates a state of preparedness under all circumstances and the efficacy of the arrangements therein can be assessed only by conducting periodical mock drills.

b) Mock Drill is a series of hypothetical accident conditions that create forces to act instantaneously to raise levels of awareness of potential accidents and means to deal with them.

### c) Objectives:

- To gauge the preparedness, detailed planning and keeping all equipment in good fettle.
- To integrate the operational response and to measure overall performance of the exercise.
- To measure performance in regard to accident restoration.

- e) Mock drill shall be conducted at least once in 3 months either during day or night. It is desirable not to repeat the drill again and again at the same time or section.
- f) Such drills shall not unduly hamper regular working of trains.
- g) It may be ensured that no inconvenience is caused to traveling public. Such drills should not lead to panic which may result in inconvenience or injury to the public.

h) While absolute secrecy and confidentiality shall be maintained regarding the conduct of mock drill, CSO, GM, AGM, Secy. to GM shall be advised in advance of such mock drill.

i) Except under instructions or orders from HQ, this drill shall be confined only to the respective Divisions and on this account, no traffic shall be refused from the adjoining Divisions / Railways.

j) Mock drill trials may end with the departure of ARME / ART.

- However, if considered necessary, DRM may permit the ARME / ART to proceed up to the mock accident site.
- In such cases, the drill shall end with the various agencies having set up their field establishment and deployed their equipment.

k) During these trials, the following aspects shall be closely watched by the Officer in-charge of the drill.

i) Turning out of ARME / ART within the prescribed time.

ii) Speed of the specials.

iii) Attendance of Staff.

iv) Handling of accident relief Cranes, HRDs, HREs and other rescue equipment.

v) Logging of events.

vi) Functioning of field telephones and communication network.

vii) Functioning of generator sets, lighting equipment etc.

viii ) Preparedness of First-Aiders and availability of medical equipment.

- l) On completion of the drill, a detailed report shall be submitted within 3 days to the Headquarters detailing:
  - a. Response time of ARTs / ARMEs
  - b. Alertness and skill of the Staff.
  - c. Deficiencies noticed and corrective measures initiated if any
  - d. Assistance required.



## Accidents:

- Controllers and other staff should thoroughly understand and act on the guidelines contained in G & SR and Accident Manual.
- Saving of lives and rescue of injured and mitigating hardship to passengers must be given the topmost priority.

## Control Office

### Purpose

- i) The purpose of this Standard Operating Procedure (SOP) is to delineate responsibilities and procedures for the control and coordination of all responses to emergency situations on the mainline.
- ii) To provide step by step guidance on how to deal with incidents should they happen
- iii) Particular note should be taken of the need to provide suitable training to keep staff aware of what needs to be done in the event of a serious incident.

## Objectives of incident Management Plan

In Order of priority these are:-

- i) Save lives and alleviate suffering
- ii) Provide help to stranded passengers and arrange their prompt evacuation
- iii) Instil a sense of security amongst all concerned by providing accurate information
- iv) Protect Railway property
- v) Ascertain the cause of accident, preserving clues by cordoning of incident site etc.
- vi) Expedite restoration of train operation

## Disaster and an accident

- There is a difference between a disaster and an accident.
- All disasters need not be the outcome of train accidents, neither are all accidents classified as disasters.
- Accidents are occurrences where safety has been affected
- Disasters are those situations, which cause acute distress to passengers, employees and outsiders and may even be caused by external factors and unless promptly managed the distress levels are likely to increase with time.

## Definitions

In the context of Indian Railways, unusual events are classified as under:

- i) **Incidents** – which cause delay to trains
- ii) **Accidents** – which have the potential or do actually cause loss of life and or injury and damage to property
- iii) **Emergency/Serious Accidents/Disasters** – these may or may not necessarily be the outcome of train accidents but have the potential to cause loss of life and or injury to human beings causing further death/injury and wide spread and prolonged distress to all those involved unless tackled in an effective manner.

iv) **Disaster Management Team** (A team of Railway officials earmarked to reach incident site by first available means & take over site management) at Zonal, Divisional and area/majorstation levels.

## Scope

This SOP is applicable to all IR personnel working on the Open Line.

## Responsibility

- The Assistant Operations Manager Divisional Control Office, or designated Divisional Control Office Supervisor, is responsible for the overall control and coordination of emergency situations on the mainline.
- The OCS (officer in charge site) is responsible for overall control and coordination of all activities at the incident scene under instructions of Divisional Control.
- Rolling Stock Department is responsible for providing technical assistance to Divisional Control Office and OCS, as required and managing site restoration work.

- Traction, Track and Structure, Signalling, and Telecommunication, fire service & security personnel are responsible for providing technical assistance to Divisional Control Office & OC site.
- Station Operations & Commercial personnel are responsible for making appropriate station announcements, and providing information, rendering first aid, mobilizing medical & fire services & assistance from civil administration, including police and providing all other assistance in alleviating suffering and hardship to passengers and others.



- The Guards in charge & Loco pilot in the area affected by the incident are responsible for:
- Providing their passengers with up-to-date and timely information regarding the situation's status and/or progress; and
- Operating their trains in compliance with applicable rules and procedures and Divisional Control Office instructions.
- Government Railway Police and Railway Protection personnel are responsible for securing the incident scene and for performing/directing investigation activities in compliance with existing procedures. (in case of incidents caused by criminal acts)

- The senior Police official at the scene is responsible for controlling and coordinating all police activities at all times.
- In doing so, this official has final authority to determine when these activities are complete and shall coordinate these activities with the OCS and the senior Fire services official.
- Security personnel will assist Civil/Railway Police; Fire services personnel, medical services or station staff as directed by OCS.

## General

The following is the list of personnel authorized to act as Officer-in-Charge site (OCS). This list also indicates the probable change of command at the scene.

- a. Train Superintendent or Guard of the affected train
- b. Loco pilot
- c. Station Manager/ Station Master
- d. Rail Operations Supervisor or Traffic Inspector
- e. Any Railway Officer either on duty, off duty or on leave, present at the site of incident
- f. Members of Division Disaster Management Team

- When none of the above mentioned personnel are present at the scene, DIVISIONAL CONTROL OFFICE shall appoint an OCS as directed by DRM from the personnel available.
- The first Guard in Charge /Loco pilot, on the scene, shall act as the OCS until he/she is relieved by the first senior personnel /Rail Operations Supervisor to arrive.
- The Rail Operations Supervisor shall continue acting as the OCS until he/she is relieved by an authorized senior official or released by DIVISIONAL CONTROL OFFICE after another OCS has been designated.
- However, it is the responsibility of DIVISIONAL CONTROL OFFICE to select the most qualified person, for the type of incident, to act as the OCS.

- The method of managing an emergency situation will be in compliance with the applicable Zonal Railway Rules and Procedures contained in Accident Manual, Disaster Management Manual or as directed by DIVISIONAL CONTROL OFFICE during incidents not covered by Rules or Procedures.
- The OCS has the authority and the responsibility to command the presence of any personnel and equipment required at the scene and to command the removal of any unnecessary personnel or equipment from the scene.
- This does not apply to police or Fire Department personnel.

- Entry into the incident area by the news media or other visitors must be authorized by the CPRO and shall be coordinated with DIVISIONAL CONTROL OFFICE DIVISIONAL Rail Manager, and OCS and Metro Police.
- When it is necessary to notify the Fire Services, and/or to seek medical assistance the following information shall be provided:
  - a. Identification or caller;
  - b. Nature of problem (give in plain English,/Hindi e.g., fire, flood, smoke, injuries);
  - c. Type of assistance requested; be specific
  - d. Specific location of the problem and the best access points;

# Procedure

The Chief Controller/Operations Manager of DIVISIONAL CONTROL OFFICE, or designated DIVISIONAL CONTROL OFFICE Supervisor shall:

- Ensure that ARME & ART is turned out on time
- Appoint the initial OCS
- Coordinate all field activities and requests through the OCS.
- Notify members of Disaster Management Team and all departments and personnel, as required.
- Coordinate and direct the safe movement of all trains, to include those trains which may be involved in the incident;
- Request Police /RPF assistance in critical stations for crowd control;
- Keep Loco pilots and Station Managers informed of system status and instruct them to make appropriate announcements to their passengers;

- **Ensure that system-** wide public address announcements are made frequently to provide patrons with up-to-date information concerning Rail System status;
- Coordinate and assist OCS with restoration activities;
- Provide and obtain, from OCS frequent updates on events
- Inform Commissioner Rail Safety and local civil authorities as per procedures in vogue in the event of train accidents like, derailment, Collision fire, terrorist attack etc., of a passenger carrying train or any other accident relating to train operation resulting in death and/or grievous injury (as per Railway Act provision).



## The OCS shall:

- Ensure that the safety of passengers and personnel at the incident scene is maintained; ascertaining that all injured and stranded passengers have been safely evacuated.
- Till evacuation is complete necessary succour in the form of drinking water, tea & edibles are made available to stranded passengers.
- Ensure that all personnel involved, at the scene, work efficiently to restore rail service as quickly and safely as possible;
- Control and coordinate all field activities with personnel at the scene.
- Coordinate all police related activities and requirements with the senior police official at the scene.

- Coordinate activities with the senior Fire Department official at the scene and, when available,
- provide the Fire Department Command Post with a knowledgeable employee, to act as a communications link to Divisional and Central Control and to the OCS.
- to the senior official at the scene; and activities at the incident site and keep DIVISIONAL CONTROL OFFICE informed of progress;

## Establish a command post, at the incident scene

- Direct all inquiries and/or requests made by jurisdictional police officials
- Appoint individual (s) to provide public address announcements, at five (5) minute intervals, to passengers of the incident train and/or inside the incident station;
- Direct all inquiries and/or request made by the news media to the CPRO Office;
- Maintain a chronological log of all events.

## Station Operations/Commercial personnel shall:

- Make appropriate station announcements;
- Assist Police with crowd control; and
- Make every effort to identify and retain knowledgeable witnesses.
- or to obtain their testimony along with their address.

## Emergency Control in the Zonal Office

- Emergency Control shall be manned by designated officers as per procedure laid down.
- It shall take prompt action to inform concerned officers. Plan all assistance to the Division.
- Mobilize resources and manpower.
- Seek GM/COM's approval to relay the information to Railway Board, Regulate traffic on the affected line, on adjoining Divisions and Zonal railways, to include train cancellation, diversion rerouting, road bridging, and air lifting of stranded passengers.
- CPRO will continuously brief media to inform passengers of the current status of rail situation.

## DUTIES OF COMMERCIAL STAFF IN CASE OF ACCIDENT

1. On receipt of information of accident from the Operating Emergency Control, following Officials of Commercial department at HQ will be informed by the Commercial Control of the headquarter:-

(Designations of HODs and Dy HODs may differ from zone to zone.)

- a) CCM
- b) CCM/G&R
- c) CCO
- d) CCM/Services & Marketing)
- e) Dy. CCM/General
- f) Dy. CCM/Catering
- g) SCM/General

Nominated Commercial officials (para no. 3) on receipt of information of train accident would proceed to the site of accident by the quickest available means.

In case of serious accidents involving passenger trains, CCO (in absence of CCO, CCM (S&M) or CCM/IT will proceed to the site of accident. CCM/G will remain in Commercial Control

## **Centers of Activity:**

- a) Headquarter
- b) Divisional Commercial Control
- c) Site of Accident.

### **a) Headquarter**

i) Commercial Control will have DOT and railway Telephones, FAX, photocopier machine and a PC with an Internet. The details are as under:-

Telephone Nos. P&T

Rly.

Fax



ii) Commercial Control office in Headquarter would be manned by officers round the clock basis. In case of serious accident of passenger carrying trains, CCM/G will immediately come to Control office. In his absence, CCM(IT)/CCM(S&M) and Dy.CCM/G will come to the Control office. If Dy.CCM/G is not available, SCM/G will attend. Thereafter, Control duties will be assigned as per roster for manning the Control office round the clock. Besides regular staff manning commercial control at least one officer and one inspector will remain in the control round the clock. Officer deputed will be responsible for proper functioning of the control.

iii) Headquarter Commercial Control would collect following information:

a) Time and place of accident from Operating Emergency Control.

b) Details of dead/injured Passengers, rescue operations, helps/assistance being rendered at the site of accident, enroute etc. from the divisional Commercial control/control at the site of accident.

c) Details of specials being run to the accident site and officials accompanying from Operating Emergency Control.

d) CCM/IT will get the reservation charts printed and supplied to control. In addition the addresses as per requisition slips shall also be get collected by CCM/IT & supplied to Commercial control, and Divisional Control.

- iv) Commercial control at HQ will maintain: -
  - a) Telephone and FAX numbers of the control at accident site manned by Commercial officer.
  - b) Names and phone numbers of hospitals where injured are admitted/(i) with names of passengers and (ii) location of dead bodies identified (iii) digital photographs of all injured and dead transmitted through computer network to be displayed and at sites or telecast & all enquiry offices.
  - c) Telephone and FAX numbers of enquiry offices that would have been set up at various stations including at other Zonal Railway.

b) **Divisional Control.**

i) Control Offices will have DOT/Rly. Telephones, FAX, photocopier machine and a PC with an Internet connection. The details of telephones and faxes of all the divisions should also be kept: -

ii) Commercial Control in Division would be manned by officers on round the clock basis. In case of serious accident of passenger carrying trains, DCM in his absence, DCM/Catering, where available or one of the ACMs will immediately come to the Control. Thereafter, Control duties will be assigned as per roster for manning the Control office. Second senior most commercial officer of the division will work as incharge of the Commercial control.

iii) Divisional Commercial Control would collect the following information from Divisional Emergency Control/accident site:-

a) Time and place of accident from Operating Emergency Control office.

b) Details of casualties – dead/injured and safe passengers from operating emergency control office.

c) Details of specials being run to accident site and officials accompanying from Operating Emergency Control office and monitor their arrangements.

d) Details of rescue operations and assistance being rendered to the affected passengers.

## I. **Setting of Control Office at the site**

- i) Division would set up a control office at the site with telephone, FAX and Public Announcement System (PAS) to be manned by Commercial, Security and Medical departments.
- ii) Announcement would be made for registering the names of injured passengers, and the list would be verified by Doctor to be relayed to the Control offices at the division and headquarters. Separately indicating the extent of injury viz. Trivial, simple & grievous.
- iii) Control office at the site will be manned by Assistant Commercial Officers on round the clock basis.

iv) The site control office would maintain a log book. Flow of information both incoming and outgoing would be recorded along with the time and names of the officers / staff who were given information to keep track of chronology of events.

v) Commercial Officers/personnel at site will NOT interact with the press.

vi) All necessary arrangements for refund as per rules should be made.

vii) A manual/guide be made available with train crew like; TTEs, AC Coach Attendants, AC Pantry Car Staff, which will inter-alia to include DOs and DONTs for them in case of accidents.

## II. Rescue

Sr. DCM will ensure the following functions.

i) Sufficient number of TTEs/TCs and licensed porters in uniform would be rushed to the site. The required personnel would be mobilized from the affected division and the neighbouring divisions by the quickest available means. For this purpose TTEs from the divisional squad should be utilized.

Requirement of staff could be continuously reviewed and augmented depending on the assessment of the officer in charge of site.



ii) Arrangements will be made for speedy dispersal of stranded passengers of the train(s) involved in the accident, as well as of trains regulated or terminated as a result of the accident in association with operating Department.

In case of non availability of rail services, adequate arrangements should be made to disperse them by arranging road vehicles etc. This would be done by site in charge.

- iii) Depending upon the need, accommodation in hotels/Dharamshalas would be hired for accommodating passengers and providing resting facilities to officials working at the site.
- iv) Make arrangements to inform the next of kith & kin of the deceased/injured persons involved in accident. It will be done free of cost.
- v) TTEs of the affected train will not leave site of accident till ordered by the site in charge.

vii) Duties of ticket checking staff on board will be:

a) Collect Railway staff, Doctors and volunteers on the train or near the accident site for obtaining assistance.

b) Provide assistance to Guard in making quick assessment of assistance required.

c) To carry out the duties assigned to them by Guard/Senior official present at the site of the accident.

d) Take action to save lives and render First Aid and organise relief operations with the available assistance.

viii) In case of involvement of Goods Train, following actions will be taken promptly:

a) Arrangements of adequate labour by mobilising resources available at other stations as well as from the market locally, for unloading of material from the wagons involved in accident.

b) Adequate tarpaulins to cover the contents so that these are saved from rains etc.

c) Arrangements of gunny bags etc. for retrieval of loose materials lying at the site of accident.

d) Consignor/consignee would be informed regarding involvement of their consignments in accident besides intimating forwarding/ destination station

## II. Safety of Passengers/Passengers luggage

- i) Separate tent for packages/bags and belongings of the injured and dead should be arranged and guarded with the help of RPF at site.
- ii) A list of each item with distinguishing marks should be made.
- iii) Luggage claimed should be handed over on the satisfactory proof of ownership.
- iv) Unclaimed items will be safely transferred to one of the stations and for this purpose, if need be, road vehicles will be utilized/hired. Their personal belongings are useful in establishing identify of deceased/missing.

### III. **Catering arrangements**

It will be ensured by the site incharge.

- i) Sr. DCM will ensure that adequate eatables, water etc. is available at the site of accident in case of involvement of a passenger carrying train in an accident.
- iii) Sr. DCMs would prepare advance section-wise nomination of catering agencies both departmental and private for rushing to site.

#### IV) Hospitals: -

- i) One assistant officer each in the hospitals will be deputed to look after where injured passengers are admitted or dead passengers are kept. In case of non-availability of assistant officer, one CMI/ inspector/Sr. supervisor will be deputed by Sr. DCM. All dead bodies must be photographed after wiping their faces to establish identify.
- ii) The nominated officer will work in close coordination with doctors and render required help.

## Payment of ex-gratia

- i) Payment of ex-gratia at the site as well as in the hospitals will be arranged on the basis of the identification of injuries by the doctors.
- ii) Sr.DCM/DCM will ensure availability of sufficient cash for payment of ex.gratia.
- iii) CCO will also depute claims officials at the site/hospitals to assist the relatives of the injured/dead passengers regarding filing of claims for compensation.



iv) If some injured passengers/kith & kin of deceased involved in accident have not been paid ex-gratia at the site of accident or in the hospital, arrangements should be made to pay at their residence by deputing officials of the division or seeking help of the other divisions/railway.

Such payment will be witnessed by the Pardhan or Sarpanch or any other responsible official of the area.

- Enquiry offices at the important stations en-route. This function will be ensured by the incharge available in divisional control.
- i) Emergency offices would be opened at important stations as per the route of the train.
- ii) These control offices should constantly keep in touch with the divisional Commercial Control.
- iii) Emergency offices would display the list of dead and injured passengers at the notice board at stations.

vi) Officers attending these emergency offices would not interact with the press.

vii) Sr.DCMs will prepare their own contingency plan on similar lines.

viii) Withdrawal of Money from station earnings:

Money withdrawn from station earnings will also be used for relief operations like purchase of items immediately required, hiring of vehicles and other equipments directly.

Thanks you

