



सत्यमेव जयते

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

CRISIS MANAGEMENT PLAN

MARCH, 2013

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

No.2013/Safety(DM)/6/4/CM

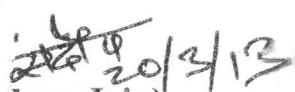
New Delhi, dt.20.3.2013

Addressed to:

As per list attached

Sub: Crisis Management Plan (CMP) 2013 for the Ministry of Railways

The revised Crisis Management Plan 2013 of the Ministry of Railways as approved by the Railway Board is enclosed.


(Sandeep Jain)
Director(Safety)
Railway Board
Phone 23385836

List of Addresses

S.No.	Name of the Official
1.	Chairman, Railway Board
2.	Member Traffic, Railway Board
3.	Member Mechanical, Railway Board
4.	Member Engineering, Railway Board
5.	Member Electrical, Railway Board
6.	Member Staff, Railway Board
7.	Finance Commissioner, Railway Board
8.	Adv (Staff)
9.	Adv(IR)
10.	AM(Finance)
11.	DG(RPF)
12.	AM(Traffic)
13.	AM(Mech)
14.	Adv(Electrical)
15.	Adv(CE)
16.	AM(C)
17.	AM(Tele)
18.	AM(Signal)
19.	ADG/PR
20.	ADG(RPF)
21.	DG(RHS)
22.	Adv (Safety)
23.	EDTT(M)
24.	EDTT(S)
25.	Railway Board Safety Control Room
26 to 50	Spare Copies in the Section.

S.No.	Name of the Official
51.	NDM Control Rom, Room No.12, North Block Ministry of Home Affairs (5 Copies)
52.	JS(DM-I) Division, Ministry of Home Affairs and Central Relief Commissioner
53.	Director (NDM-I) Ministry of Home Affairs
54.	Director (NDM-II) Ministry of Home Affairs
55.	Director (Internal Security) Ministry of Home Affairs
56.	Joint Secretary (Internal Security) Ministry of Home Affairs
57.	Director/Air Ministry of Defence
58.	Director Ministry of Defence
59.	JS/Air Ministry of Defence
60.	Control Room of Defence Ministry (INCP)
61.	Joint Secretary (DM), Ministry of Agriculture
62.	Joint Secretary, Ministry of Civil Aviation.
63.	Addl. Secretary, Ministry of Coal
64.	Director, CERT-In, Ministry of Communications and Information Technology
65.	Joint Secretay (Pers), Ministry of External Affairs
66.	Deputy Inspector General of Forests (FPB), Ministry of Environment & Forest
67.	Joint Secretary, Ministry of Health & Family Welfare
68.	Joint Secretary, Ministry of Petroleum & Natural Gas
69.	Joint Secretary (OM), Ministry of Power
70.	Joint Secretary, Ministry of Shipping, Road Transport & Highways Department of Shipping, Transport Bhawan
71.	Dy Project Director DMS-DSC National Remote Sensing Centre, Balanagar, Hyderabad- 500037
72.	Director(GA), Ministry of Water Resources
73.	Director (Seismology), IMD
74.	Dy Director General of Meteorology, IMD

75.	Project Manager(DMS) ISRO Headquarters New Bel Road Bangalore
76.	Scientist D Ministry of Science & Technology, Department of Technology.
77 to 170	Zonal Railways (5 Copies to each Railways)
171 to 300	Chief Secretaries, Home Secretaries, DGPs, Relief Commissioners —All States and Union Territories.

CHAPTER-1

INTRODUCTION

- 1.1 Indian railways (IR) are the principal mode of transport of the country. For the last more than 150 years, IR has played a vital role in the overall development of the country and national integration. IR has a vast network of more than 64,600 route kilometers moving an average 2.67 million tonnes of freight and 23 million passengers per day. In any national level crisis, where major transport requirements are envisaged, Indian Railways will have to play an important role. However, Indian Railways can also get involved in a Crisis situation having national level repercussions needing assistance for other ministries / departments of Govt. of India.
- 1.2 This Crisis Management Plan deals with **National level crisis** situations which are as under:
- (i) **All India Railway Strike** – Ministry of Railways is the nodal ministry. All the Zonal Railways have 'Strike Scheme'. The details is given at Para 3.2.1.2 to 3.2.1.4.
 - (ii) **Terrorism/Security related Crisis** – *Railways will take all necessary steps/actions for crisis concerning its properties and Ministry of Home Affairs will step into lead role for the under-mentioned Railway affecting probable crisis for which it has been identified as nodal Ministry of CMP of Cabinet Secretariat. A compendium of SOP has been issued vide Security Dte's office letter no.2009/Sec(Spl)/2002/28 dt. 2.2.2010. In this compendium, nine items have been compiled in which item no. 1 is "Coordination and Flow of information between RPF and State Agencies", Item no. 2 is Crisis Management Plan of Railways and Item no. 3 to 9 are Standard Operating Procedures circulated by Ministry of Home Affairs to tackle various terrorism/security related crisis in which Ministry of Home Affairs will be the Nodal Agency like*

- (i) Major Extremist Attacks/Suicide Attacks/Sabotage/Bomb Explosives/Taking of Hostages etc. by Hostile Elements
- (ii) Major Breakdown of Law & Order or Imminent Threat Thereof.
- (iii) Mutiny or Large Scale Desertion in Central Para-Military Forces.
- (iv) Mutiny or large scale desertion in State police.
- (v) Responding to Terrorist Attacks using chemical weapons.
- (vi) Responding to Terrorist Attacks involving Radioactive Materials.
- (vii) Responding to Terrorist Attack using biological Agents.

(iii) **Natural Factor(s) related Crisis leading to traffic disruption** – In the event of natural disasters affecting the rail network as well, whereas MHA as the nodal Ministry for management of natural disasters would coordinate with various ministries (including Railways) for transportation of relief/rescue material, Railways will ensure that its transportation network is repaired/restored in shortest possible time. NDMA/NDRF plays very important role in case of crisis due to Natural factors. Important phone numbers of NDMA/NDRF are given in Annexure IX.

(iv) Major Train Accidents

Major Train Accidents include mishaps like collisions, derailments, fire in trains, road vehicles colliding with trains at level crossings, etc., with serious repercussions in terms of heavy loss of human life or injury, damage to railway property or interruption to rail traffic of laid down threshold levels and values. In other words, Major Train Accidents is a serious train accident or an untoward event of grave nature, either on railway premises or arising out of railway activity, due to natural or man-made causes, that may lead to loss of many lives and/ or grievous injuries to a large number of people, and/or severe disruption of traffic etc, necessitating large scale help from other Government/Non-Government and Private Organizations. The detailed guidelines for managing railway accidents are mentioned in Accident Manual of each of the zonal Railway. The Accident

Manual of Railways brings together in a comprehensive manner all the procedures, rules, regulations for dealing with train accidents.

Following are the important duties at the time of accident :

1. All railway staff whether on duty or otherwise, should involve themselves in rescue and relief.
2. Senior most Officer at the site of accident is the in-charge of rescue/relief operations at the site.
3. There should be utmost speed in rushing medical and other relief to the site of accident.
4. There should be utmost care, consideration and courtesy extended to the passengers involved in the accident.
5. Adequate and swift arrangements should be made for food, drinking water etc to the affected passengers.
6. Employee responsibilities at the site should be clearly defined. This helps prevent confusion.
7. Quick transmission of information, particularly details of dead and injured, should be ensured. Sufficient number of telephone lines in General Enquiry /Helpline numbers should be provided for General Public)
8. Ensure proper preservation and care of the dead.
9. Ensure security of passengers luggage.
10. Timely dissemination of information to passengers of evacuation arrangements to relieve panic and create re-assurance.
11. Ensure proper liaison with Civil Administration and press.
12. Ensure that clues are preserved and restoration operations are well planned and swiftly executed.
13. In the event of trains being stranded at a station due to break down/agitation, proper announcement should be made and commercial Department should take care of the convenience of stranded passengers.

Note:-

With the enactment of the Disaster Management Act- 2005 which envisages participation by all stake holders based on their expertise, the golden hour i.e. first hour after the accident is to be generally managed by the few on board railway staff, railway staff working at the nearby areas, unaffected train passengers, local police and fire brigade, local hospitals and doctors, other relief rescue workers in the nearby areas. Depending on the location of the accident, Railways' Accident Relief Medical Vans (ARMVs) are seldom able to reach the site of accident within the golden hour considering the facts that the same are rail

mounted and located at stations where railways have suitably trained staff and their movement to the site of accident is also dependent on their distance from site as also on several other factors. Keeping the above in view, zonal railways are coordinating with the non-railway, govt./non-govt. resources available with various agencies so that the same can be requisitioned immediately to help the affected persons. This information has been made part of the Disaster Management Plans of the Zonal Railways.

(v) **Crisis where railways have to help other ministries** by way of rail transport. Ministries concerned will make their own Crisis Management Plans bringing out the assistance that the Railways will be required to provide to them.

- 1.3 This Crisis Management Plan (CMP) is intended to deal with the afore-mentioned crisis situations only. The drill to be followed in the Ministry of Railways (Railway Board) as well as on the Zonal Railways in respect of crisis group, functioning of the Control room, communication etc., are basically the same for all crisis situations and the same general drill will follow, to be supplemented by the special instructions depending upon the nature of the crisis.

CHAPTER-II

MANAGEMENT OF CRISIS

2.1 To deal with the crisis situations, the following committees shall be activated:-

(a) National Crisis Management Committee (NCMC).

(b) *Crisis Management Group (CMG)*, and

(c) Zonal Management Group (ZMG).

2.2. NATIONAL CRISIS MANAGEMENT COMMITTEE (NCMC):

2.2.1 The NCMC is the apex body comprising senior officials of the Government of India to deliberate on the problems at national level. The following officers will represent the Ministry of Railways (Railway Board) in NCMC for the various crisis situations:-

- | | | | |
|-------|--|---|---|
| (i) | All India Railway Strike | : | Member Staff
Member Mechanical
(Alternate). |
| (ii) | Terrorism/Security related Crisis: | | Member Staff
Member Traffic
(Alternate) |
| (iii) | Natural Factor (s) related Crisis : | | Member Engineering
Member Traffic
(Alternate) |
| (iv) | Major Train Accidents | : | Member Traffic
Member Mechanical
(Alternate) |
| (v) | Crisis where railways have to help other ministries | : | Member Traffic
Member Staff
(Alternate) |

Names, telephone numbers and addresses of the Members/alternate members, who will represent the Ministry of Railways in NCMC are contained in Annexure-I.

2.3 CRISIS MANAGEMENT GROUP (CMG):

The CMG is the Executive Authority responsible for dealing with the crises and shall work under the broad guidelines and directives issued by NCMC. It shall be in constant touch with the NCMC on the one hand and the concerned Zonal Management Group on the other. In addition to the concerned officers of the Railway Ministry, nodal officers from the concerned Ministries should be contacted (Annexure III) if help is needed from the other ministries for effectively dealing with the various crisis situation; e. g., Ministry of Defense should be contacted for air support and/or for expert help like divers, boats etc. However, Control Room of MHA should be kept informed of the developing situation for assistance as warranted. Details of Nodal Officers of the MHA and that of their Control Room are at Annexure II. In case of difficulty in getting to the nodal officer of the concerned ministry, Control Room of MHA can be contacted.

2.3.1 The overall composition of the *Crisis Management Group* including the names, telephone numbers and addresses of its members for dealing with various crisis situations are given in the Annexures as detailed below:-

<u>Crisis situation</u>		Convener/ Overall composition of the Central Management Group
(i)	All India Railway Strike :	Additional Member (Staff)/ Annexure-IV
(ii)	Terrorism/Security related Crisis:	Director General (RPF)/ Annexure-V
(iii)	Natural Factor (s) related Crisis :	Additional Member(CE)/ Annexure -VI
(iv)	Major Train Accidents :	Additional Member Traffic Adviser(Safety) Annexure-VIII
(v)	Crisis where railways have to help other ministries :	Additional Member Traffic)/ Annexure-VII

2.3.2 The list/names of the Members of the CMG will be updated and circulated by the **Safety Directorate of Railway Board** every year.

2.3.3 Members of the CMG will first assemble Emergency Control Room of Railway Board in Room No.476 K (Telephone Nos. Railway **43399**, 43599; P&T **23382638**, which is located on the fourth floor of Rail Bhavan, at Raisina Road, New Delhi-110 001. Depending upon the type, gravity and duration of the crisis, the convener of the CMG will decide to operate either from the control room of the respective directorate or from the Railway Board Committee Room on the 2nd floor of Rail Bhawan.

2.4 Zonal Management Group (ZMG)

2.4.1 ZMG is same for all types of crisis. The Zonal Management Group (ZMG) shall be established at the Zonal Railway Headquarters and would comprise of the following Officers of the Zonal Railway Headquarters:

- | | | | |
|--------|---|---|------------------------------|
| (i) | Additional General Manager | : | Convenor |
| (ii) | Principal Chief Engineer /
Chief Engineer (Coordination) | : | Member/Alternate
Convenor |
| (iii) | Chief Security Commissioner | : | Member |
| (iv) | Chief Personnel Officer | : | Member |
| (v) | Chief Operation Manager | : | Member |
| (vi) | Chief Mechanical Engineer | : | Member |
| (vii) | Chief Electrical Engineer | : | Member |
| (viii) | Chief Signal & Telecommunication Engineer | : | Member |
| (ix) | Chief Safety Officer | : | Member |
| (x) | Chief Public Relations Officers | : | Member |

2.4.2 The Zonal Management Group will assemble in the Disaster management/Emergency Control Room of the Zonal Railway Headquarters and will keep in touch with CMG till the termination of the crisis.

CHAPTER-III

INSTRUCTIONS FOR DEALING WITH CRISIS SITUATIONS

3.1 FLOW OF INFORMATION

- 3.1.1. On receipt of information of the crisis from the field unit, it should be immediately passed on to the concerned Divisional Railway Control Room, which in turn will immediately pass it on to the Emergency Control Room of the Zonal Railways Headquarters, and the Emergency Control Room of the Railway Board at Rail Bhavan.
- 3.1.2 Liaison Officer nominated at the Zonal Railway Headquarters will also immediately pass on the information to Disaster Management Control Room in Ministry of Home Affairs, North Block, New Delhi, which is operational round the clock (**Annexure II**).
- 3.1.3 The Divisional Railway Control Room will also simultaneously communicate the information regarding the crisis to the following:
- (i) All Branch Officers of the Division including Security for security related crisis.
 - (i) District Magistrate concerned;
 - (ii) Distt. Supdt. Of Police concerned:
 - (iii) Chief Medical Suptt. (Railways), and to Distt. Civil Surgeon concerned.
 - (iv) Chief Fire Officer of the District concerned.
- 3.1.4 The divisional control room will mobilize railway and non-railway resources to meet with the crisis situation locally as per the provisions of their accident manual, strike scheme and disaster management plan.

3.1.5 The Officer Incharge of the Emergency Control Room of the Zonal Railways Headquarters would immediately pass on this information to all Members of the Z.M.G who will assemble in the Emergency Control Room at their respective Railway. The convenor of the Z.M.G., besides passing on immediately the information regarding the crisis and the developments threat to Convenor of C.M.G. either directly, or through the Central Control Office, will also pass on the same to the following and other concerned authorities:

- (i) Chief Secretary,
- (ii) Director General of Police.

3.1.6 When a situation is of an extremely urgent nature, which does not permit adequate time to consult the CMG, the ZMG shall handle the situation in the best possible manner and as per the extant instructions laid down for dealing with the crisis situation. The ZMG will make all out efforts to mobilize needed resources by all possible means to manage the crisis as per the provisions of their accident manual, strike scheme and disaster management plan.

3.1.7 The Officer Incharge of the **Safety Control Room** at Room No.476-K in Rail Bhavan (P&T Phone No.23382638 and Railway Phone No.43399, 43599) which is manned round the clock would immediately inform all the Members of CMG by the quickest possible means and give brief information about the nature of the crisis. The Convenor or his representative will convey information regarding the crisis situation to the Members of N.C.M.C.

3.1.8 The CMG will interact with the NDM control room and officials of the other ministries to arrange for the support needed from them.

3.1.9 As soon as the report about the crisis is received, the convener of the CMG will decide to operate either from the control room of the respective directorate or from the Railway Board Committee Room on the 2nd floor of Rail Bhawan depending upon the type, gravity and duration of the crisis. The respective

Control Room will be named as Emergency Control Room and its working will be upgraded in view of the crisis and will be manned round the clock under the charges of an Emergency Officer, not below the rank of Joint Director in each shift.

3.1.10 The main functions of such Emergency Control Room will be as under:-

- (a) To get situation reports on a continuous basis from the site:
- (b) To keep all the concerned Officers of the various disciplines in the Railway Board as also in the concerned Ministries informed of the developments
- (c) To convey instructions and guidelines to the Officers In-charge of Relief Operations at site
- (d) In case where Railways have to help and assist other Ministries in crisis situations, the Emergency Control Office will maintain continuous liaison with the Nodal Ministry dealing with the crisis situation, and arrange assistance from the Railways as per the requirements and in coordination with the Nodal Ministry.

3.1.11 All the Control Rooms at Rail Bhavan will have the names and telephone Nos. of all the Members of the CMG to deal with the various crisis situations. On being informed about the development of the crisis situation by the Official In charge of Emergency Control Room, the Joint Secretary, Railway Board, will make available adequate numbers of transport and Typists/Stenographers for working in shifts, round the clock with the Emergency Control Room for efficient discharge of its functions.

3.1.12 In order to avoid any panic and also with a view to conveying correct information to members of public, the Z.M.G. and C.M.G. will nominate senior officers of the Public Relations deptt. at all three places, i.e. the crisis area, the Z.M.G. Hd. Qrs. and CMG Hd. Qrs. to coordinate the activities of Media and for issuing information bulletins at proper intervals.

3.2 CRISIS SPECIFIC ACTIONS

3.2.1 ALL INDIA RAILWAY STRIKE:

3.2.1.1 The composition of the *Central Management Group* to deal with the crisis situation is given at **Annexure-IV**.

3.2.1.2 All the zonal railways have 'Strike Scheme' based on the vulnerabilities on their system. Strike Scheme is updated and reviewed by the zonal railways from time to time. All the ZMGs will implement their respective 'Strike Scheme' at all levels and will keep CMG informed of the developments and assistance needed.

3.2.1.3 The broad guidelines and general instructions of the strike scheme is to attain the following objectives:

- (a) To provide an emergency organization to operate the Railway under such conditions as and when a large section of the Railways employees may go on strike which may also be accompanied by sabotage, intimidation of loyal staff or even civil unrest.
- (b) To keep open in the event of a strike, Railway lines along with communication lines and to run the greatest possible number of passenger and goods services of an essential nature.
- (c) To safeguard and, in general, to prevent damage to Railway property, especially vital installations.
- (d) To protect, as far as practicable, Railway personnel who do not wish to join the Strike and to enable them to continue their work unmolested.