

CHAPTER – X

UNTOWARD INCIDENTS AND UNUSUAL OCCURRENCES

I. UNTOWARD INCIDENTS

The Railway Passengers (Manner of Investigation of Untoward Incidents) Rules 2003, as amended in 2007 is given at Appendix - 5

10.01 Definition : As per section 123 (c)(i) of Act No. 24 of Indian Railway Act 1989, Untoward Incident is defines as under :

- 1) (i) The commission of a terrorist act within the meaning of sub-section(1) of section 3 of the Terrorist and Disruptive Activities (Prevention) Act, 1987; or
 - (ii) the making of a violent attack or the commission of robbery or dacoity; or
 - (iii) the indulging and rioting, shoot-out or arson, by any person in or on any train carrying passengers, or in a waiting hall, cloak room or reservation or booking office or on any platform or in any other place within the precincts of a railway station; or
- 2) The accidental falling of any passenger from a train carrying passengers.

10.02 Report about Untoward Incident : Any railway servant including guard and loco pilot of the train on coming to know the occurrence of an untoward incident, shall report the incident immediately to the nearest station superintendent.

10.03 Duties of Station Superintendent, Guard, Train Ticket Examiner/Train Superintendent :

- (1) If an untoward incident occurs at station, the concerned Station Superintendent on duty shall immediately arrange medical assistance to the injured passengers and report such incident within 24 hrs. of the occurrence to the Divisional Security Commissioner on Form-I which is given at Appendix – 5.
- (2) If an untoward incident occurs in the midsection, the guard of concerned train shall inform the Station Superintendent on duty of the nearest station who shall perform the duties referred to in sub-rule (1).
- (3) In case the guard is injured in an untoward incident, the TTE of the concerned train shall inform the station superintendent of the nearest station who shall perform the duties referred to in sub-rule(1)
- (4) In case both the guard and TTE are injured in an untoward incident, the Train Superintendent shall inform the Station Superintendent of the nearest station who shall perform the duties referred to in sub-rule(1).
- (5) If an untoward incident occurs in the mid section, in the absence of officials mentioned in sub rule(2), (3) and (4), the Station Superintendent if it comes to his notice shall perform the duties referred to in sub rule(1).
- (6) The Station Superintendent on receipt of information about the occurrence of an untoward incident under rule (3) shall –

- i) make necessary entries in station diary
 - ii) arrange for medical assistance to the injured passengers,
 - iii) Make out a brief report in respect of the spot of the untoward incident and forward copies thereof to the divisional office, zonal railways, police and divisional security commissioner of the force.
7. In case of railway accidents and untoward incidents, emergency first aid to be given at the site of accident/incidence before shifting to nearest suitable hospital which may be a Govt. hospital, Railway hospital or private hospital. Full powers in this connection will be exercised by GM and his decision will be final.

10.04. Injured or dead on or near the railway track.—

- (a) When life is not extinct.
 - i) When any railway employee finds any injured person on or near the track, he should do his best for rendering first aid and/or in the alternative arrangement for medical help as early as possible. He should also arrange to inform the police through the Station Master of the nearest station or any other person in the vicinity. The person should be transported to the nearest hospital for medical aid. However, all available evidence should be kept as far as possible.
 - ii) When any person is run over or knocked down by a train, first aid (if available) shall be rendered by the guard of the train and/ or by a qualified doctor if any in the train or at the station. The person shall be transported to the nearest railway station in the direction of the run of the train promptly where

medical aid is available and the Station Master will arrange to send the injured to the Hospital immediately after rendering first aid if not already rendered.

- iii) If an injured person is found on or near the track or runover or knocked down by a train, a statement of the person should be recorded by the guard and / or Loco Pilot or by the person who happens to find the injured. The particulars to be recorded are name, father's name, age, sex, address, relatives/friends available near-by , how he happened to be on the line, particulars of injuries, and how the wounds were inflicted, etc. The statement should be prepared in duplicate and signed by the guard, Loco Pilot or the person who finds the injured and some other responsible witnesses, and one copy should be made over to the Station Master of the nearest station where the person is handed over, for onward transmission to the police authorities and RPF. Along with the statement, a memo showing the date, time and place where the injured was found and action taken thereof, should also be handed over to the Station Master. In case, the Railway servant who finds the injured person is illiterate, he should seek the assistance of some responsible person for obtaining and recording the above statement and particulars.

Note : If the injuries are due to untoward incident as defined in rule 10.01, Station Superintendent shall send Form-1 to Divisional Security Commissioner as mentioned in rule 10.03.

- (b) When life is extinct.
- i) When a dead body is found on or near the railway track by any railway employee or any person is run over and killed by a train, the Guard and/or Loco Pilot of the train or the railway employee concerned must ensure recording of all available evidence. The dead body should not be removed until the arrival of the police as the chances of some clues which may lead to detection of causes may be interfered with. However, to clear the line for the movement of subsequent trains, the deadbody may be removed from the line, but in doing so, the movement should be minimum required. Handling of the dead body by many people should be avoided so as to keep the available finger prints undisturbed. Information of the fact must be given to the police authority and RPF without loss of time.
 - ii) The following particulars must be collected and furnished in the memo by the Guard and/or Loco Pilot of the train or by the person who happens to find the body-
 - (a) time and place the body was found ;
 - (b) position of the body in relation to the track;
 - (c) blood strains on the ballast, rail, sleeper etc.,
 - (d) extent of injuries ;

- (e) whether injuries inflicted by a train or otherwise;
 - (f) approximate age;
 - (g) sex;
 - (h) name, father's name and address if available;
 - (i) position of clothing and any other evidence found on or near track;
 - (j) the name of the informer, his father's name and full address.
- iii) The body may thereafter be left in charge of village chowkidar or any responsible person in the vicinity or lineman or trackman or gateman. If no responsible person is readily available at the site or nearby, It shall be removed with the help of available assistance to the nearest gate-lodge in the direction of the movement of the train. Where there is no gate-lodge it will be carried and made over to the Station Master of the next station. In all cases, a written memo giving the particulars as mentioned in sub-para (ii) above shall be made out by the guard and /or Loco Pilot of the train or by the person who happens to find the body, and handed over to the Station Master. A copy of the memo should also be handed over to the man under whose charge the body is kept for onward submission to the police authorities.
- iv) In case the body is found by a railway staff not working a train, he shall, unless he himself is in a

position to advise the police authorities or as mentioned in sub para (iii) above, take immediate steps to advise any responsible person in the vicinity of site to enable the later to take further action.

- (c) Attempts should be made to find out the identity and address of the deceased or injured. The Station Master should send information promptly on telephone or other available means of communication to the relatives of the deceased or injured.

Note : If the death is occurred due to an untoward incident as defined in Rule 10.01, Station Superintendent shall send Form 1 to Divisional Security Commissioner as mentioned in Rule 10.03.

10.05. Murder or serious assaults in railway carriages.—

- (a) If a crime of a serious nature such as a murder or serious assault be committed in a railway carriage on a running train, the procedure detailed in para 4.24 of Operating Manual should be followed except otherwise directed.
 - i) The Guard of the train shall have the compartment emptied and locked up after all shutters have been closed from outside immediately so that blood stains, marks of struggle, foot prints, finger prints etc., may remain undisturbed.
 - ii) If the crime took place in a second class compartment, the carriage shall be detached at the station where the crime was detected and kept under watch till the police arrive to take over the case.

- iii) If the crime took place in an upper class compartment, the compartment shall be immediately locked up and the carriage allowed to proceed to the nearest station where it can be replaced. If no GRP staff are available at this station, RPF staff to be deputed until police officials come upon the scene.
 - iv) No one, either Railway employee, or outsider, shall be allowed to enter the compartment until the police arrive except in as far as it is necessary to attend to injured persons unable to leave the compartment without assistance.
 - v) The RPF staff concerned shall be advised at what station the carriage has been or will be detached. After the carriage is taken over by the police, it shall not be removed or otherwise utilised without the written authority from the police releasing the carriage.
- (b) Detailed particulars of the incident should be recorded by the Guard of the train including the name of the Travelling Ticket Examiner or conductor concerned as also the name and address of few passengers of carriage as witness of the incident. Immediate information should be given to the police authorities either by the guard or Travelling Ticket Examiner or conductor personally who happens to get the information or through the Station Master or through any other responsible person with a copy to nearest RPF post for information and necessary

assistance. However, the guard should make over a detailed memo to the Station Master. In case of availability of RPF escort party or GRP mobile outpost in the train, the information of crime in the train should immediately be given to them.

- (c) The usual accident message under class 'Q' will also be issued by the Station Master of the station at which the matter was reported.

10.06. Deaths in trains or within station premises.—

- (a) In cases of deaths or any person being killed within station premises or corpses being taken out of trains, the Station Master shall make over the body and all available effects of the deceased to the Government Railway Police for necessary investigation and prompt disposal of such bodies.
- (b) At stations where there are no government Railway Police, the Station Master shall give immediate information of the case to the Government Railway Police concerned and shall see that the corpses are, in all cases, promptly removed from public view and disposed off by the police.
- (c) Attempts should also be made to find out the identity and address of the deceased and the Station Master should send information on telephone or any other available means of communication to the relatives of the deceased free of cost and a letter confirming the message, if there is no relative or friend with the deceased.

- (d) Details of the case should be recorded by the Station Master in Station diary in addition to issue of all concerned message.
- (e) In case the death is due to an untoward incident as defined in Rule 10.01, Station Superintendent shall send Form 1 to Divisional Security Commissioner as mentioned in Rule 10.03.

10.07. Person fallen out of trains.—

- 1) In case of person fallen out of train, the Guard of the train shall take the following action in addition to the observance of rules contained in para 10.04(a)(i) of this manual.
 - a) A statement of the person involved in the accident should be recorded in all cases where it is possible, but in case of child, the statement of the guardian-with the child should be recorded. Statement of two co-passengers who were eye-witnesses to the incident shall also be recorded. The statements shall be recorded in presence of the Railway Police travelling by the train and counter signed by him. If there is no Railway Police travelling by the train, the signature and addresses of two passengers in whose presence the statement is recorded should be obtained.
 - b) In the case of accidents in which carriage windows or doors or other fastenings are involved, the guard of the train shall immediately examine the same along with the Train Examining staff and record the result jointly in the Train Report.

If no Train Examining staff is available at the place of accident, the carriage(s) shall be examined at the next train examining station and the result recorded.

- 2) The following information shall be collected and furnished by the Guard of the train to Station Superintendent who shall forward to all concerned as mentioned in Rule 10.03 (6).
 - a) Kilometrage at which (i) The person fell down, (ii) The train stopped.
 - b) The place where the person fallen down (on platform or between the line and platform or on other line or in between two tracks, etc.)
 - c) was the incident noticed by the Guard and/or Loco Pilot and train brought to a stand or the alarm chain was pulled and by whom?
 - d) was the train backed to the accident spot ?
 - e) name, age, sex and address of the person and detailed particulars of ticket held ;
 - f) In case of child, the name, relationship and address of the guardian also ;
 - g) where was the person/child seated or standing at the time of incident as seen by the fellow passengers;
 - h) was the person injured and killed or injured, particulars of injury;
 - i) Owing Railway, number, type, description and position of the carriage from the engine and guards

van, from which the person fell down; condition of door/window handles, shutters, safety catch, door opens inwards or outwards, etc;

- j) brief description as to how the occurrence happened;
- k) whether first aid was rendered, if so, by whom ?
- l) how the injured/dead was disposed of ;
- m) was there any G.R.P. constable or RPF escort party on the train and Travelling Ticket Examiner in the carriage ?
- n) remarks as to whether the occurrence is accidental or due to carelessness of the person concerned or for any other reason.

10.08. Responsibility of RPF towards injured passengers :

DG/RPF, vide Standing Order No. 54 has directed RPF personnel as under :

1. Since the RPF has already been vested with the responsibility to promote safety and security of the travelling public, every effort must be made to provide medical aid to the injured passengers to save their lives.
2. Wherever RPF personnel are present in railway stations or running trains, they should take personal responsibility to get injured person admitted to hospital without waiting for written memo from any railway official. If necessary, they should arrange for transportation of injured person(s), obtain bill and submit to their officers for reimbursement.

If the injured passengers are accompanied by friends, colleagues or members of the family, RPF personnel should render necessary help to them to go to the nearest doctor or hospital. Incharge of concerned RPF post should ensure this.

3. After admission of the passenger to the hospital, the concerned RPF personnel should give injury report to the GRP for appropriate legal responsibilities.
4. Wherever there is an RPF assistance post, the personnel on duty should be entrusted with this responsibility. In other places, the individual RPF constable or officer present should accept this as a duty and provide immediate assistance to injured passengers.
5. Efforts must be made to render first aid to the injured person before shifting them to hospital. Initially they may be admitted in any nearby Govt. Hospital and Railway Hospital. If the companion of the injured person desires for admission in any hospital other than government/ railway hospital, RPF personnel render necessary help in this regard.

II. UNUSUAL OCCURRENCES

10.09. Treatment of passengers in case of their illness and/or injury while travelling or by accident.—

- (a) While it is not incumbent on the Railways to provide medical relief to passengers who are ill, such assistance

is invariably rendered in practice as a matter of courtesy to a customer. The assistance may be arranged as soon as possible and as per para 627 of Medical Manual (1981).

- (b) However, in case of illness or injury to passengers as a result of a Railway accident in which case it is the duty of the Railway Administration to provide free medical attendance and treatment facilities as per rules. They must be properly and carefully attended to until shifted to the hospital or handed over to relatives or friends, as the case may be.
- (c) If the passenger is reported to be injured due to any defective fittings, the fittings should be examined. Evidence of other passengers should also be taken. A full report must be made out by the TTE/Guard giving name, age, address of the passenger, particulars of ticket, description of carriage and condition of fittings, etc. The Train Superintendent/TTE or Guard should also give a memo to the Station Master to arrange examination of the fittings by the SSE/SE(C&W) at the Terminal station and also to arrange rectification if required at earlier station. The injured person should be given first aid by guard. TTE/Train Superintendent of the coach/train shall call any doctor travelling in the train for immediate medical aid.
- (d) In cases of passengers found sick or injured on arrival of train at station, every endeavour should be made to convey them as promptly as possible to the local hospital for medical treatment. If there be no hospital at the station in

question, the passenger should be sent as quickly as possible to the nearest hospital by any train or any other suitable means.

- (e) In serious cases, medical aid must be called from the nearest sources available. The guard and Station Master should ascertain if there are any doctor(s) among the passengers on the train or on the platform waiting for a train. In case of non-availability of medical aid at the spot, an advance information may be sent to the Doctor(s) concerned to be in readiness to attend the train conveying the passenger(s).
- (f) When any passenger injured in a Railway accident and even in case of a minor injury, first aid must be given. He must be examined by a Railway Medical Officer and the injuries recorded. If any passenger refuses medical attention, it must be taken from him in writing by the Guard/ Station Master/ Person-in-charge of the work. In every case attempt must be made to get the injured examined by Railway Medical Officer before he leaves the Railway premises. If he continues his journey by the same / any other train he may be examined by a Railway Doctor at an intermediate station or on arrival at the destination and the Doctor concerned should be informed well in advance.
- (g) In case of accident to trespassers and persons travelling dangerously as mentioned in section 147 and 156 of Indian Railway Act 1989, emergency medical treatment should be provided to such injured person to send them to nearest Govt. Hospital. Providing medical aid does not

bestow any right on the injured person to claim any compensation from railways.

10.10. Signal Passing At Danger (SPAD)—

- a) In case of a train passed fixed signals at danger at a station, the Station Master shall immediately reckon the distance by which the train has passed the signal before coming to a stop and examine the condition of the brake blocks on the train as also the condition of air pressure system. Whether the brake blocks are cool, hot, etc., should also be noted. The examination shall be done in presence of the guard and Loco Pilot of the train and result entered in the Station diary.
- b) In case of a train passed Engineering Stop Indicator or fixed signal at danger outside station limits, the guard of the train shall immediately reckon the distance upto which the train has passed the signal or indicator before coming to a stop in the presence of the Loco Pilot and enter it in the train report.
- c) In the case of averted collision at Station , the Station Master shall immediately reckon the distance between the two trains or the train and obstruction in the presence of the train staff and enter it in the Station Diary. In the case of averted collision between stations, this duty shall devolve on the guard or guards of the train(s), and the distance shall be entered in the Train Report of the train(s).
- (d) In the case of bad riding or engine hunting or lurching etc., the rules laid down in SR 2.11.01 and 2.11.02 shall be rigidly observed.

Rule 10.11 Reporting of death cases of staff and staff injured on duty —

Death cases of staff while on duty/due to harness and cases of staff injured while on duty (grievous injury) should be reported to General Manager of Railway on the same day with brief summary of the case. The above information should also be furnished in detail in the PCDO every month.

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