



दक्षिण मध्य रेलवे // SOUTH CENTRAL RAILWAY  
विजयवाडा मंडल // VIJAYAWADA DIVISION

मं.रे.प्र.का कार्यालय, वाणिज्य विभाग, विजयवाडा  
Office of the Divisional Railway Manager, Commercial, Vijayawada

नं/No.B/C.157/Safety/Misc/2021

दिनांक /Date: 22.01.2021.

All Section Commercial Inspectors,  
Over Vijayawada Division

विषय / Sub: JPO by Vijayawada division on action to be taken by various  
branches to deal with untoward incident under Railway Passengers  
(Manner of Investigation of Untoward incidents), 2020 – reg.

संदर्भ / Ref : Sr.DSO/BZA's Lr. No. XCR/UI Corres/ BZA/2020, dt: 18.01.2021.

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With reference to the letter cited above, it is to inform that a Joint Procedure Order has been prepared to deal with untoward incidents under Railway Passengers (Manner of Investigation of Untoward Incidents), 2020 and to ensure speedy disposal of claim compensation application has been issued jointly by Operating, Engineering, Commercial, Electrical & security branches of Vijayawada Division. A copy of JPO is enclosed.

In this connection, it is advised to note and ensure strict compliance of above guidelines stipulated in JPO.

Encl: As above.

(जी.सोमशेखर नायडू) / (G.SOMASEKHAR NAIDU)  
मंडल वाणिज्य प्रबंधक/ Divisional Commercial Manager,  
कृते व.मं.वा.प्र / For Sr. Divisional Commercial Manager,  
विजयवाडा / VIJAYAWADA.

मंडल रेलवे वाणिज्य का कार्यालय  
Office of the Divl. Railway Manager (Commercial)

18 JAN 2021

दक्षिण मध्य रेलवे, विजयवाडा  
S.C. RAILWAY, VIJAYAWADA.

विजयवाडा मंडल Vijayawada Division

मंडल कार्यालय Divisional office

सुरक्षा शाखा Security Branch

विजयवाडा Vijayawada

दिनांक Date: 18.01.2021.

सं. एकससीआर/बीजडए/2020

सं/No.XCR/UI Corres/BZA/2020

CCO/Claims/SCR/SC

विषय/Sub:- JPO by Vijayawada division on action to be taken by various Branches to deal with untoward incident under Railway Passengers (Manner of Investigation of Untoward Incidents), 2020 - Reg.

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A Joint Procedure Order has been prepared to deal with untoward incidents under Railway Passengers (Manner of Investigation of Untoward Incidents), 2020 and to ensure speedy disposal of claim compensation application has been issued jointly by Operating, Engineering, Commercial, Electrical & Security Branches of Vijayawada division. A copy of JPO is attached herewith for kind information.

Encl: (JPO in 7 pages)

व.मंडल सुरक्षा आयुक्त/Sr.Divl., Security Commissioner,  
रे.सु.ब/विजयवाडा /R.P.F., Vijayawada.

Copy submitted to IG-cum-PCSC/SCR/SC for kind information.

Copy submitted to DRM/BZA for kind information.

Copy submitted to ADRMs/BZA for kind information.

Copy to Sr.DOM, Sr.DEN/Co-Ord, Sr.DCM, Sr.DEE/OP of BZA Divn for information and necessary action on their part.

All Post Commanders & Out-post In-charges for information and necessary action.

DSCR/BZA for information and necessary action on their part.

व.मंडल सुरक्षा आयुक्त/Sr.Divl., Security Commissioner,  
रे.सु.ब/विजयवाडा /R.P.F., Vijayawada.

## JOINT PROCEDURE ORDER

(Action to be taken by various Departments/Branches when an Untoward Incident occurred and while dealing with claim compensation.)

DRM Office, Vijayawada Division, S.C. Railway

दिनांक Date: 06-01.2021.

18-01-2021

Ref:- Railway Passengers (Manner of Investigation of Untoward Incidents) Rules, 2020 – Gazette Notification G.S.R. 346 (E) DATED 03-06-2020.

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The Divisional Railway Manager has to send the investigation report under 124A Railway Act to the Railway Claims Tribunal in time, putting all relevant facts on record relating to the incidents of untoward incident to prevent false claims. Any delay in representing the case in time or poor quality of investigation report will lead to huge loss to railways in the way of paying compensation to ineligible claimants. During the course of investigation into the untoward incidences Investigation Officer has to collect various documents including examination and recording statements of railway employees connected to the incident. It is a collective responsibility of all Department/Branches to co-operate and provide timely information without any delay to get quality investigation reports prepared with proper documentation and forward to RCTs within stipulated time.

In the wake of revised rules in Railway Passengers (Manner of Investigation into Untoward Incident) Rules, 2020, (MIUI-2020) a set of instructions through this joint procedural order has been issued in order to establish effective coordination among concerned Departments to enable to prepare comprehensive investigation reports into untoward incidents by pooling of information.

### REPORTING ABOUT UNTOWARD INCIDENT:

Rule 3 MIUI-2020: Any railway servant including member of the Force, Guard, TTE, 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 Master/Station Superintendent of Railways.

The railway servant who witnesses the incident or reaches the spot after occurrence of incident, shall make every effort to provide first aid and further medical aid to the victim. Information shall be passed to on duty station master immediately with first hand details available. The duties of the various departments are enumerated below:-

#### (I) OPERATING BRANCH:

1. When any untoward incident occurs at the station, the concerned Station Master shall immediately arrange for the best possible medical assistance to the injured passenger. The mandatory guidelines envisaged in rule 4, 5 & 7 of Railway Passengers (Manner of Investigation into Untoward Incidents) Rules, 2020 shall be strictly adhered to.
2. The details of the incident shall be entered in the untoward incident register with complete details which can be used during RPF investigation and also providing UID number as per the Gazette. Rule 5.(i) (a).

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3. The incident shall be reported to concern jurisdictional GRP & RPF. Utmost care shall be taken while issuing a memo. The memo shall contain time and date of receipt of information and the time & date of noticing the body by the on duty keyman/pointsman/gangman/Night patrol man who is the first person to notice a dead or injured person along or on the track. The details of the incident shall be entered in the separate exclusive untoward incident register with complete details which can be used during RPF investigation.
4. If the information is received from passengers or unknown persons about the incident within station limits the on duty SMR shall depute points man if available, to assess the situation and convey the message.
5. The SMR should try to ascertain the name, telephone number of the person who is informing him about the incident either railway servant, co-passenger or unknown person.
6. The SMR will note down the names and mobile numbers of eye witnesses to the incident, if any.
7. TSR of the day of the incident shall not be revealed to anyone except under orders from the competent authority or to RPF investigating official and also preserve invariably upto 03 years and RCT related cases 5 years.
8. SMR shall invariably report the incident to RPF in the revised **Form-I** within twenty four hours of the occurrence to the concerned jurisdiction RPF Post/OP Incharge, it shall invariably contain the Unique ID number as specified in Rule 4, MIUI Rules, 2020 and brief facts of the incidents.
9. SMRs/SS shall communicate the exact version of the person who first noticed the body. 'printed proforma of memo' may not reveal the exact occurrence as facts may vary from incident to incident. It may be written on separate paper regarding the exact occurrence and attached to the printed proforma.
10. In case the body is infringing train operation, SMR/PWI shall ensure photograph of the deceased is taken with GEO tagging and shift the body aside (while taking care to preserve all evidences) to clear the infringement as mentioned in the accident manual.
11. **GUARD:** In case the guard witness the incident while boarding or de-boarding he shall immediately stop the train and render first aid to the injured and inform the SMR/108 for immediate medical aid.
12. In case any ACP occurs in mid-section due to untoward incident, guard shall make every effort to obtain details and reasons, find out whether the victim is accompanied by friend/family member, also collect the relevant details including names, mobile nos, travelling authority etc., and issue memo to nearest SMR with complete details besides making entry in guard's journal with signature. The guard will also note down the names and mobile numbers of eye witnesses to the incidents, so that they can be examined later, if required. The guard's journal should be preserved invariably upto 03 years or RCT related cases 5 years. He shall not reveal the train timings about the train to anyone except under orders from the competent authority or to RPF IO.

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13. In case of report of incident by Loco Pilot about person hit by loco while trespassing or intentionally available on track for committing suicide and hit by loco etc., the guard shall make necessary entry in his rough journal and report the matter jointly at next station in writing.
14. Guard shall keep good look out while the train is entering the station and leaving from the station till end of the yard and while passing LC gates in day light hours.
15. Sr.DOM/BZA shall nominate a suitable Nodal Officer to deal with the matters related to the OAA cases and provide necessary information immediately to ensure speedy enquiry. Nodal Officer shall find out the name of the guard of the particular train and direct him to be available with relevant records for examination and giving his statement in the guard lobby within 07 days from the date of receipt of letter from Sr.DSC Office, BZA.
16. The Nodal Officer will communicate the guard's name, contact number, date, time and place for recording the statement of the guard through letter to Sr.DSC Office within 02 days from the date of receipt of request.

**(II) SECURITY BRANCH:**

1. On receipt of the death memo or injury information from SMR the concerned PC shall depute RPF staff who shall attend the spot without any delay. He shall make all possible efforts to collect information viz., collecting name & address of the deceased/injured, name & address and contact number of the persons who accompanied the deceased/injured if any, whether the incident occurred as a result of trespass, unscheduled alighting from the train while on run, whether the victim is a bonafide passenger etc.
2. RPF shall ensure preparation of Joint Observation Report (JOR) along with GRP at the spot. RPF shall carefully observe the incident spot and incorporate all relevant facts in the JOR. The JOR shall invariably contain date and time.
3. The JOR shall contain the details, if family members available at the spot. The distance between spot and the residence of the victim (if identified), any village or residences in the vicinity, body position relating to track, injuries on body, recovery of items by GRP, finding luggage with the deceased etc., should be mentioned in JOR. The staff who visited the spot has to take photographs of the deceased/injured in relation to the landmarks (Km.No. landmarks etc.,) spot i.e. The site plan also should be prepared jointly with the signatures of RPF & GRP which should also indicate the distance of the deceased from the track and nearest landmark. The concerned RPF attending the spot shall collect all the details, as far as possible, which are required to be filled in **Form-2** under Rule-6 of Railway Passenger (MIUI) Rules, 2020
4. In absence of any direct witness to the incident, the JOR should not conclude as "Fallen down from the train", instead mentioned as "Reason not known".

*By* *Mark*

5. The Post In-charge will record the statement of the SMR and the statement of the employee who reported the incident to the SMR and make hospital enquiry if the intimation is received from hospital. Then upload the joint observation report, photographs of the scene, site plan, form-I and statements of SMR, the person who reported the incident to Dy.CCM on email address and also to Sr.DSC's office and keep the soft copies in Computer by creating folder in the name of UID of the incident. Soft copy of further correspondence should be kept in the computer folder.
6. In case of intimation received from hospitals, PC shall direct RPF staff to obtain details from hospital such as name of the deceased/injured, date and time of admission/discharge/death whichever is applicable and make enquiry about the incident.
7. PC shall give a DSCR message incorporating all relevant details of the incident. Soft copies of the documents so prepared/collected should be saved in a computer in a folder under the name of unique ID given by SMR and keep the record.
8. In case of availability of CCTV at the concerned station, for every incident, the footage of date of incident pertaining to booking office (in case of booking office located in different locations, footage of all booking offices shall be secured), main entrance, entrance to the platform, location of incident on platform and any other relevant locations shall be secured invariably and saved in separate portable hard disks like CD, DVD, pen drive etc., and also stored in the folder pertaining to unique ID.
9. In case of finding of dead body in any portion of station premises not coincided with any train movement, the concerned IPF shall obtain the copy of Inquest (Panchanama) immediately after its preparation, which contains the details of his journey i.e., from which station journey was commenced etc., and immediately flash a control message to the concerned RPF post or station master to secure the CCTV footage of that particular station, date and time, if available.
10. On receipt of claim application from CCM/Claims, Sr. DSC office shall refer it on the same day to the concerned RPF Post under whose jurisdiction the incident spot falls.
11. The dealer of claim cases in Sr.DSC/O/BZA shall forward requisition to Nodal Officer mentioning the information required from Operating, Commercial, Electrical (TRSO) without any delay. Further, he will convey the information provided by the Nodal Officer of different Branches to concerned PCs immediately on receipt from them.
12. The IO who is nominated to enquire the case shall prepare a check list about the things to be done such as staff required to examine/obtain statements of other branches on the date, time and place communicated by the Nodal Officer of the concerned Branches. The IO shall follow the instructions / guide lines being circulated from Sr.DSC Office from time to time.
13. The PC shall ensure that the SOs shall prepare a quality report incorporating the facts pertaining to the untoward incident and by collecting all relevant documents and submit the report to Sr.DSC/O/BZA within 30 days from the date of receipt of the claim application. PC must go through the investigation report before submitting to

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Sr.DSC/Office/BZA and ensure that it is prepared in a proper way as per the various guidelines issued time to time.

14. IO shall get the ticket verified from database invariably through the Nodal Officer nominated by the Commercial Branch.
15. IO shall examine and record the statement of co-passengers with the deceased invariably and also record the statement of claimant in every case without fail. IO shall keenly investigate the case by studying the inquest report, statements given by the claimants before GRP, post mortem details, and make serious effort to prepare a logical, pragmatic, effective and qualitative report.
16. On receipt of the investigation report from the concerned Post Commander, DI shall finalize the report within a week's time, put up before Sr.DSC/BZA through ASC/BZA for approval. The approved report shall be submitted to the DRM for acceptance.
17. If ACP occurs in train the on board RPF escort will ascertain as to in which coach/bay the ACP occurred and enquire with the passengers thoroughly the reason for the ACP and give a message to the control.

**(III) ELECTRICAL BRANCH (TRSD)**

1. The witness/evidence of the Loco Pilot is considered to be crucial factor in case of incidents occurred due to trespass of track, jumping in front of loco, person suddenly coming on track while loco entering/dispatching from platform etc., which is a conclusive evidence to prove that incident occurred not due to any accidental fall.
2. The Loco pilot in case he had witnessed the incident shall make every effort to pass on the information to guard of the train and to the nearest on duty station master immediately with first hand details available.
3. LPs/ALPs shall relay on to the messages passed to SMRs through walkie talkie that one person got run over while passing their loco of train while leaving /entering station platforms and ensure giving their statement accordingly to enable the IO to incorporate the facts in DRM's Investigation report. LP/ALPs shall be counselled periodically and remove the fear factor of attending courts and dealing with Police.
4. The concerned loco pilot shall issue a written message clearly mentioning the occurrence of incident to the nearest station master and also make necessary entries in Combined Train Report (CTR). On the day of incident, Guard of the train shall prepare CTR in three original copies duly mentioning the details of the incident and shall retain one copy in his personal custody and another with LP which shall be used during trial in Railway Claims Tribunal.
5. Loco Pilot shall not reveal the actual arrival and departure timings pertaining to the train involved in the incident to anyone except under orders from competent authority or to RPF IO.

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6. The Traction Loco Controller (TLC) shall give memo to Security Control Room (Mob & Whatsapp Contact - 7815909461) about the incident, if any noticed by LP/ALP, mentioning the Name & contact number of the concerned LP/ALP and also forward extract of CTR & entry in Signing Off Register being made by LP/ALP.
7. Sr.DEE/TRSO/BZA shall nominate a suitable Nodal Officer to deal with the matters related to the OAA cases who shall provide necessary information immediately to ensure speedy enquiry. He will find out the name of the Loco Pilot/ALP irrespective of neighbouring division/zone who worked that particular train and arrange his attendance. Concerned LP/ALP shall attend before IO/RPF with relevant record for giving his statement in the Crew Lobby within 07 days from the date of receipt of requisition from Sr.DSC/O/BZA and forward the copy bearing the details of the LP/ALP (name, contact number, date, time and place) to Sr.DSC/O/BZA.

**(IV) ENGINEERING BRANCH:**

1. On duty Key man/Gang man/Night patrol man is generally the first person to see a dead body or injured person along or on the track. He shall immediately pass on the information to the station master of nearest railway station and make all possible efforts to provide medical aid.
2. After reaching the nearest railway station the concerned staff shall give written message to station master which shall contain full and clear description of the location, distance of body from track, direction of the track, details of availability of any person on the spot, any village or residences in the vicinity, exact timing of finding the dead body/injured while going in UP/Down direction, time of report to SMR etc.
3. On duty key man/gang man/night patrol man shall look around for any suspicious items, if any such as sharp weapons, alcoholic bottles, luggage, vehicles parked, alcohol smell coming from the dead/injured etc., and report to the concerned station master.
4. The gate man working at manned LC gates shall observe if any person is attempting to get down from a running train particularly when the train is moving at slow due to imposed speed restrictions. In such cases, the gate keeper shall make all possible efforts to render first aid and provide further medical aid. The concerned staff shall issue a message clearly indicating that "Person attempted to get down from the running train near LC gate (mention LC number) by train number (mention train number) and fell down. In case the concerned gate keeper not witnessed anything as mentioned above but finds a body/injured after passing of train, effort should be made to find out from bystanders or passing public and incorporate the same in the message duly collecting the details of such witnessed person with contact details. In case no such witness or information is found, the gatekeeper should issue a message stating that "unknown dead body/injured found and in no case shall mention as "fallen from train".

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5. In case the body is infringing train operation, SMR/PWI shall ensure photograph of the deceased, process the Geotagging and shift the body aside to clear the infringement as mentioned in the accident manual.

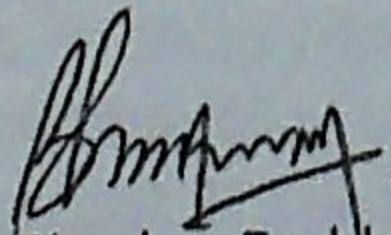
**(V) COMMERCIAL BRANCH:**

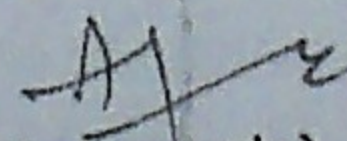
1. Sr.DCM/BZA shall nominate a Nodal Officer to provide necessary information to ensure speedy enquiry. On receipt of requisition from Sr.DSC/O/BZA he shall get the ticket verified from database of various divisions/railways and provide the information within a week's time if the trains originate in SCR and a month's time if the train originates from other zones.
2. It must be ensured by the section Commercial Inspectors that the halt agents issue tickets after affixing date of issue of stamp on the face of the ticket and DTC is closed for every train separately without any alterations.
3. In case of information received by TTE of reserved coaches with regard to untoward incident shall make every effort to pass on the information to Commercial Control immediately with first hand details available. The concerned charts shall be preserved for future verification/investigation.

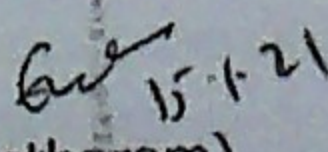
If ACP occurs in train the on board TTE/coach attendant/guard/loco pilot/ALP/RPF escort will ascertain as to in which coach/bay the ACP occurred and enquire with the passengers thoroughly the reason for the ACP and give a message to the divisional control.

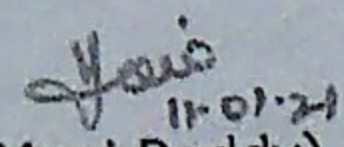
The Nodal Officers of concerned Branches shall maintain a register to record the date of receipt of request and the date of sending information to Sr.DSC/O/BZA about date fixed for examining and recording the statement of railway staff of their branches to have better tracking and follow up action. The Nodal Officers of concerned Branches can be advised to utilize the WhatsApp/email as a communicative tools to share the information among them in order to avoid delay. If the task specified in JPO cannot be completed within the time limit given, it should be brought to the notice of concerned Branch Officer mentioning the reasons for the delay.

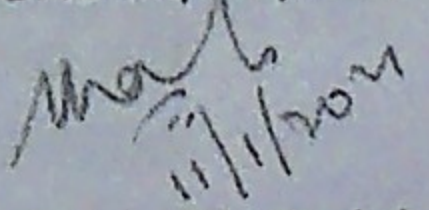
**Note:-** In addition to above guidelines, any other procedure/good practice can be adopted by the concerned Branches as deemed fit & necessary, to protect the interest of the railways.

  
(P. Bhaskar Reddy)  
Sr.DCM/BZA  
11/01/2021

  
(V. Anjaneyulu)  
Sr.DOM/BZA

  
(E. Santharam)  
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