



Office of the Principal Chief Commercial Manager
South Central Railway, Ministry of Railways, Government of India, Rail Nilayam,
Secunderabad-50025 (Telangana)

C.415/E/Misc/Covid/2020

Date: 20.0.2020

To
All Commercial Staff

**STANDARD PROCEDURE TO BE FOLLOWED BY COMMERCIAL STAFF ON
RECEIVING INFORMATION ABOUT COVID-19 POSITIVE CASES IN TRAINS/STATIONS**

1.	On receiving such information about <u>COVID-19 POSITIVE CASES IN TRAINS/STATIONS</u> by any means, the staff/officer concerned should immediately inform to the Divisional/Headquarters Commercial Control.
2.	If any of the COVID Positive-19 case of any passenger is reported to the divisional authorities, Divisional Commercial Control should inform the Headquarters Commercial Control who in turn will inform all concerned.
3.	In case, the Covid-19 positive case has been reported in the Train, the TTE concerned/ any Railway Official to whom this matter has been reported, has to collect the passenger details such as Train Number, Name of the Passenger, Coach Number Berth Number, Phone Number, etc. and report the same to respective Commercial Controller.
4.	In addition to above, the stations the train has passed through and approaching station, etc. also have to be given by the TTE to Divisional Commercial Control who intum will report the matter to Headquarters Commercial Control.
5.	In case, the case is detected after the person has completed the journey, the details of the fellow passengers to be given by CCM(PM)'s office to the Director, Public Health Department of respective State Government and arrange to send messages to all co-passengers for necessary medical attention.
6.	Apart from this, Railway staff including Commercial, OBHS, Pantry, TSV Staff, AC mechanics, Bed Roll Attendants and Security personnel, etc. who travelled by the train are to be sent for Medical examinations and quarantined for a stipulated period if necessary. For this purpose, the Commercial Control will inform the other respective Departmental controls.
7.	Commercial Control of Headquarters should immediately contact the divisions through which the train has passed, in which Covid-19 case is reported for taking necessary precautions/ measures by respective divisions as per the instructions in vogue.
8.	In case any passenger suffering with symptoms like severe dry cough, cold, fever, difficulty in breathing or getting sick enroute such instances shall be intimated to the nearest Railway Doctor by TTE/Station Master etc., who will attend to the passenger at the next available station. After taking due history and medical examination by the Railway doctor he/she may advise treatment and allow the passenger to continue the journey.
9.	In case of Railway Doctor feels that the passenger needs to be detained because of suspected covid-19 infection, the concerned station master shall arrange for shifting the passenger in a hired ambulance to the nearest Hospital of the State Government identified for Covid-19 infection.
10.	In case the Railway Doctor is not available to attend the passenger at the nearest available station due to any reason the concerned TTE shall detain the passenger and the Station Master shall shift the passenger to the nearest Taluk/District hospital of State Government as mentioned above

11.	If any, such a case has been found in the station, the Commercial Supervisor concerned and the Station Manager should immediately inform to the Divisional/Headquarter Commercial Controls who will inform to Medical Department as well as Security Control for taking necessary measures.
12	Commercial Controller of Headquarters may also inform to the Director, Public Health Department of the concerned state about any symptoms of Covid-19 case is reported of respective station.
13	Phone number of Officials concerned: 9701374959 (CC/GTL), 9701371975 (CC/SC), 9701373537 (CC/BZA), 9701372961 (CC/HYB), 9701379981 (CC/GNT) 9730471955 (CC/NED) Control Room at Central Railway Hospital, New Delhi Phone N.011-23744009 Mobile & What's App – 9717630513. Helpline Numbers of States & Union Territories' (UTs) is enclosed.
14	Maintain Log Book in control offices and update.

The necessary steps to sanitise train coach/station area to be taken by respective departments.



(SHIFALI)
Dy.CCM/IT

for Principal Chief Commercial Manager.

Copy for information to : PCEE, PCME, PCMD, CSC, CCM(PM), GGM/IRCTC/SCZ/SC

Central Helpline Number for corona-virus: - +91-11-23978043

Helpline Numbers of States & Union Territories (UTs)

S. No	Name of the State	Helpline Nos.
1	Andhra Pradesh	0866-2410978
2	Arunachal Pradesh	9536055743
3	Assam	6913347770
4	Bihar	104
5	Chhattisgarh	077122-35091
6	Goa	104
7	Gujarat	104
8	Haryana	8558893911
9	Himachal Pradesh	104
10	Jharkhand	104
11	Karnataka	104
12	Kerala	0471-2552056
13	Madhya Pradesh	0755-2527177
14	Maharashtra	020-26127394
15	Manipur	3852411668
16	Meghalaya	9366090748
17	Mizoram	102
18	Nagaland	7005539653
19	Odisha	9439994859
20	Punjab	104
21	Rajasthan	0141-2225624
22	Sikkim	104
23	Tamil Nadu	044-29510500
24	Telangana	104
25	Tripura	0381-2315879
26	Uttarakhand	104
27	Uttar Pradesh	18001805145
28	West Bengal	3323412600
S. No	Name of Union Territory (UT)	Helpline Nos.
1	Andaman and Nicobar Islands	03192-232102
2	Chandigarh	9779558282
3	Dadra and Nagar Haveli and Daman & Diu	104
4	Delhi	011-22307145
5	Jammu & Kashmir	1912520982, 0194-2440283
6	Ladakh	1982256462
7	Lakshadweep	4896263742
8	Puducherry	104