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

**CRISIS MANAGEMENT PLAN
2020**

Copy No. 281

17 03/21

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

No.2019/Safety (DM)/6/4/CM

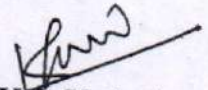
New Delhi, Dated 09.02.2021

Addressed to:

As per list attached.

Sub: Crisis Management Plan (CMP) 2020 for the Ministry of Railways.

Updated Crisis Management Plan, 2020 of the Ministry of Railways (Railway Board) is enclosed for your kind information and necessary action.


**(K.P. Yadav)
Executive Director
(Safety)-II
Railway Board**

List of Addresses

S. No.	Name of the Official
1.	Chairman & Chief Executive Officer, Railway Board
2.	Member (Operations and Business Development), Railway Board
3.	Member (Traction & Rolling Stock) , Railway Board
4.	Member (Infrasructue) , Railway Board
5.	Member (Finance), Railway Board
6.	DG(RPF)
7.	DG(RHS)
8.	DG(HR)
9.	ADG/PR
10.	AM (Staff)
11.	AM(Traction)
12.	AM(CE)
13.	AM(Commercial)
14.	AM(Tele)
15.	AM(Signal)
16.	AM(Traffic Transportation)
17.	AM(Mech.Engg.)
18.	AM (M&BD)
19.	AM(Finance)
20.	PED. (Safety)
21.	PED.TT(M)
22.	PED(IR)
23.	EDTT(F)
24.	ED/Safety
25.	ED/C&IS
26.	Joint Secretary Railway Board
27.	Railway Board Safety Control Room
28. to 50.	Spare Copies in the Section.
51.	NDMA Control Room, NDMA Building, A-1, Safdarjung Enclave, New Delhi 110029.
52.	Secretary (Security) Ministry of Home Affairs North Block.
53.	DG(NDRF)
54.	Joint Secretary (DM) , Ministry of Home Affairs, Hall-B, 3 rd floor, NDCC Building, Jai Singh Road, Connaught Place, New Delhi.
55.	Director (DM-I),Ministry of Home Affairs,Hall-B,3 rd floor, NDCC Building, Jai Singh Road, Connaught Place, New Delhi.
56.	Director (DM-II),Ministry of Home Affairs, Hall-B,3 rd floor, NDCC Building, Jai Singh Road, Connaught Place, New Delhi.
57.	Director,(Internal Security), Room No. 10 /B-1, North Block, Ministry of Home Affairs, New Delhi

58.	Joint Secretary, (Internal Security), Room No.193 A/1, North Block, Ministry of Home Affairs, New Delhi.
59.	Director-I/Air, Ministry of Defence, Room No.364, Vayu Bhawan, Air HQ, New Delhi.
60.	Director-II, Ministry of Defence, Room No. 373, Vayu Bhawan, Air HQ, New Delhi.
61.	JS/Air Ministry of Defence, 128-A South Block, New Delhi-110011.
62.	Control Room of Defence Ministry (INCP), Gate No.11, South Block, New Delhi.
63.	Joint Secretary (DM), Ministry of Agriculture, Krishi Bhawan, New Delhi.
64.	Joint Secretary, Ministry of Civil Aviation, Rajiv Gandhi Bhawan, Safdarjung Airport, New Delhi.
65.	Addl. Secretary, Ministry of Coal, Shastri Bhawan, New Delhi.
66.	Director, CERT-In, Ministry of Communications and Information Technology, C.O.G. Complex, New Delhi.
67.	Joint Secretary (Pers), Ministry of External Affairs, South Block, New Delhi.
68.	Deputy Inspector General of Forests (FPB), Ministry of Environment & Forest, Paryavaran Bhawan, CGO Complex, New Delhi.
69.	Joint Secretary, Ministry of Health & Family Welfare, Directorate of Health Services, Nirman Bhawan, New Delhi.
70.	Joint Secretary, Ministry of Petroleum & Natural Gas, Shastri Bhawan, New Delhi.
71.	Joint Secretary (OM), Ministry of Power, Shram Shakti Bhawan, New Delhi.
72.	Joint Secretary, Ministry of Shipping, Road Transport & Highways, Department of Shipping, Transport Bhawan, Sansad Marg, New Delhi.
73.	Dy. Project Director DMS-DSC National Remote Sensing Centre, Balanagar, Hyderabad-500625.
74.	Director (GA), Ministry of Water Resources, Sharam Shakti Bhawan, Rafi Marg, New Delhi.
75.	Director (Seismology), IMD, Ministry of Earth Science, Lodhi Colony, New Delhi.
76.	Dy. Director General of Meteorology, IMD, Ministry of Earth Science, Lodhi Colony, New Delhi.
77.	Project Manager (DMS) ISRO Headquarters New Bel Road, Bangalore
78.	Scientist D Ministry of Science & Technology, Department of Technology.
79 to 168	Zonal Railways and KRCL (5 Copies to each Railway)
169	MD/CRIS
170 to 313	Chief Secretaries, Home Secretaries, DGPs, Relief Commissioners – All States and Union Territories.

CRISIS MANAGEMENT PLAN-2020

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CHAPTER- 1

INTRODUCTION

- 1.1 Crisis Management has always been a part of the art of governance; indeed, the evolution of the State is dependent upon perceived crises and the communities' quest for suitable responses to them. There is nothing esoteric in crisis management as almost every day considerable governmental action is directed managing crises of varying dimensions.
- 1.2 Indian Railways (IR) is 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 67956 route kilometers moving an average 3.32 million tonnes of freight and 22.15 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. It is of paramount importance that the responses to emerging crises are evolved in a well planned manner to achieve national objectives, including our increased economic interests. Such a response can be achieved only through well prepared Crisis Management Plans, taking into account various kinds of crises which may arise from time to time and to constantly upgrade our response mechanisms
- 1.3 The types of crises referred to herein are not those which can be dealt with by routine administrative measures and with the resources of State Governments. The crises envisaged are those which would affect national interests and would need a national response. To deal with crises of such proportions, it is necessary to evolve a suitable apparatus at the national level, which can promptly assess the situation, direct resources at its command to contain and neutralize damage and to create synergy within various Government instruments to protect national interest.
- 1.4 Well thought out Crisis Management Plans, specifying Standard Operating Procedures (SOP) are essential for an appropriate and quick response. Mock exercises, carried out at frequent intervals are also necessary to ensure that first responders are well versed in the SOPs.
- 1.5 This is the overarching Crisis Management Plan (CMP) to prescribe broad parameters. 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 of are given in Para 2.5.1.

(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 date. 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 such as:

- a) Major Extremist Attacks/Suicide Attacks/Sabotage/Bomb Explosives/Taking of Hostages etc. by Hostile Elements
- b) Major Breakdown of Law & Order or Imminent Threat Thereof.
- c) Mutiny or Large Scale Desertion in Central Para-Military Forces.
- d) Mutiny or large scale desertion in State police.
- e) Responding to Terrorist Attacks using chemical weapons.
- f) Responding to Terrorist Attacks involving Radioactive Materials.
- g) 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 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 a very important role in case of crisis due to Natural factors. Important phone numbers of NDMA/NDRF are given in Annexure -XI

(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 railways staff whether on duty or otherwise, should involve themselves in rescue and relief.
2. Senior most Officers 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 good 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 passenger's 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.

vi) **Cyber crisis affecting various applications of the Indian Railways –** Ministry of Railways have specific Crisis Management Plan as circulated vide their letter No. 2006/C&IS/PRS/Audit/4/Pt.I dated 17.08.2010 (read with corrigendum dated 01.09.2010 Annexure XIV) and the same will be followed till further updated Cyber Crisis Management is issued.

- 1.6** 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 – 2

CRISIS MANAGEMENT

2.1 RESPONSE MANAGEMENT

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

- (a) National Crisis Management Committee (NCMC).
- (b) Central Management Group (CMG), and
- (c) Zonal Management Group (ZMG).

2.2 NATIONAL CRISIS MANAGEMENT COMMITTEE (NCMC):

The NCMC is the apex body comprising senior officials of the Government of India to deliberate on the problems at national level. CRB will be overall in charge of all issues. However, following officers will represent the Ministry of Railways (Railway Board) in NCMC for the various crisis situations:

(i)	All India Railway Strike	:	Chairman & CEO Member (Traction & Rolling Stock) (Alternate).
(ii)	Terrorism/Security related Crisis	:	Chairman & CEO Member (Operations & Business Development) (Alternate)
(iii)	Natural Factor(s) related Crisis	:	Member (Infrastructure) Member (Operations & Business Development) (Alternate)
(iv)	Major Train Accidents	:	Member (Operations & Business Development) Member (Traction & Rolling Stock) (Alternate)
(v)	Crisis where railways have to help other ministries	:	Member (Operations & Business Development) Chairman & CEO (Alternate)

Names, telephone numbers and addresses of the Members/alternate members, who will represent the Ministry of Railways in NCMC are indicated in

Annexure - I.

2.3 CENTRAL MANAGEMENT GROUP (CMG):

2.3.1 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 IV) if help is needed from the other ministries for effectively dealing with the various crisis situation; e.g. Ministry of Defence 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 III. In case of difficulty in getting to the nodal officer of the concerned ministry, Control Room of MHA can be contacted.

2.3.2 The overall composition of the Central 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 Central Management Group
(i)	All India Railway Strike	:	Additional Member (Staff)/ Annexure – V
(ii)	Terrorism/Security related Crisis	:	Director General (RPF)/ Annexure – VI
(iii)	Natural Factor(s) related Crisis	:	Additional Member (CE)/ Annexure –VII
(iv)	Major Train Accidents	:	Additional Member (Traffic Transportation) / Annexure-VIII
(v)	Crisis where railways have to help other Ministries	:	Additional Member (Traffic Transportation)/ Annexure-IX
(vi)	Cyber crisis		Additional Member (M&BD) / Annexure X

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

2.3.4 Members of the CMG will first assemble in the Safety Control Room of Railway Board in Room No.341 C (Telephone Nos. Railway **43399, 43599; P&T 23382638 and Mobile No.9717641291**), which is located on the third floor of Rail Bhawan, 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 Safety control room or from the Disaster Management Centre (Room No.341 on Third Floor, Rail Bhawan adjacent to Safety Control Room) or 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)	Principal Chief Security Commissioner	Member
(iv)	Principal Chief Personnel Officer	Member
(v)	Principal Chief Operations Manager	Member
(vi)	Principal Chief Mechanical Engineer	Member
(vii)	Principal Chief Electrical Engineer	Member
(viii)	Principal Chief Signal & Telecommunication Engineer	Member
(ix)	Principal Chief Safety Officer	Member
(x)	Principal Chief Commercial Manager	Member
	Principal CMD	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.

2.5 CRISIS SPECIFIC ACTIONS

2.5.1 All India Railway Strike

2.5.1.1 The composition of the Central Management Group to deal with the crisis situation is given in Annexure-V.

2.5.1.2 All the Zonal Railways have 'Strike Scheme' based on the vulnerabilities of 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.

2.5.1.3 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.

2.5.1.4 Role of Other Ministries/Departments

- a) Railway is the nodal agency to deal with this crisis situation. Other ministries/departments will render help and assistance to the railways to deal with this crisis.
- b) Strike Scheme of all the concerned zonal railways is circulated to the District Magistrates and superintendents of police of the concerned districts and the Chief Secretaries and Directors General of Police of the concerned states. They will ensure that the provisions contained in the Strike Scheme booklet are read and understood by them so that the same can be implemented at the time of actual happening. Local SOPs will be drawn by the police and civil administration for facilitating ground operations at the time of crisis.
- c) Railway and civil intelligence agencies will exchange and share information indicative of any developments leading to the railway strike. Local intelligence agencies will also communicate information about the confidential activities of the Striking employees to the Railway Administration on continuous basis.

- d) Local Civil administration and the police will actively associate in the deployment plan to be prepared by the Railway protection Force to guard the critical operational installations like signaling rooms, ASMs, cabins/offices, running rooms, etc.; vulnerable locations like tunnels, bridges, etc.; manning and escorting of selected strategic trains, etc.
- e) On contacting by the Railway Administration in the event of the strike, local police and Civil Administration will extend assistance to maintain law & order to facilitate working of the railway. Local Police Agencies will also act as per the deployment plan to extend help in guarding the critical railway installations and for escorting of trains.
- f) Local civil administration will ensure and assist railway in mustering the assistance from non-railway agencies like Public Works Departments, Irrigation departments, Private agencies in having the specialized equipment available with them to facilitate smooth operations.
- g) Services of Para-Military services available in the affected region will also be extended, if needed through Ministry of Home Affairs.
- h) Territorial Army will be deployed as demanded by the Railways through Ministry of Defence.
- i) Local fire services will be on the alert for their movement at the short notice in the event of fire/arson as reported by railways.
- j) Government owned hospitals, private hospitals and other rescue resources will be on alert to take care of any medical related contingency that may occur during this period.
- k) All the other agencies of the local administration will be on alert to render help at short notice to ensure that railways run as smoothly as possible with all the resources pooled together.

2.5.2 Terrorism/Security related Crisis

2.5.2.1 The Composition of the CMG to deal with this crisis situation will be as per Annexure-VI.

2.5.2.2 Crisis like explosions on the Railways, large scale sabotage involving blowing up of bridges and tracks require assistance of a more elaborate nature from outside Ministries or other agencies which may have to be tackled at the National Level. In such situations, Railways need to take the help of other Government and Non-Government Agencies of their expertise. Contact details of all such agencies should be included in the Disaster management Plans of Zonal railways and divisions, which should be updated once every year in January. In addition to the hard copies, Railways should also have the web-based electronic versions of Disaster management Plans on their Rail net server for expeditious search of the key information at the time of Crises.

2.5.2.3 Under these situations, the instructions contained in the Railway Accident Manual/disaster management plan would be applicable with suitable modifications as required by local circumstances. In these situations the GRP and Civil Police would play a more important role as they would be investigating the criminal case relating to sabotage/explosion, which would need a lot of assistance from the railway authorities. While co-ordination among different railway agencies would be done by the senior-most railway officer present at the site, he should specifically nominate a senior RPF officer to coordinate with the police agencies.

2.5.2.4 In cases of large-scale incidents of sabotage or explosion on railways, requiring assistance from Ministry of Home Affairs, Cabinet Secretariat and the State Governments, Director General, Railway Protection Force, will coordinate on behalf of the Railways as convener of CMG for this crisis.

2.5.2.5 Role of Other Ministries/Departments

- a) Ministry of Home Affairs is the nodal agency to deal with this crisis situation. Railways at operational level will render help and assistance and will facilitate dealing with this crisis on the railway system.
- b) Intelligence agencies will keep informing the railway administration and the local police about the likely terrorist attacks/sabotage on the railway system. Local police will co-ordinate and liaison with railway authorities in warning of any imminent danger.
- c) Local police responsible for the maintenance of law and order in that region will have SOPs in place in co-ordination with all the other agencies like Railway Protection Force, Govt. Railway Police, locally deployed staff of the railway to guard vulnerable railway installations like major railway stations, trains, vulnerable locations, etc. It will act according to this SOP on receipt of intimation of any terrorist/security related crisis. It will take command of the situation and order the railway authorities at the site of the incident to facilitate their operation. It will cordon off the affected area to facilitate the rescue, relief and restoration work.
- d) Civil administration will alert government and private hospitals and rescue resources to reach the site to take care of the victims. Trauma canters, if any, in the region should be alerted to receive the victims for their expeditious treatment.
- e) Local civil administration will organize surveillance of the terrorism prone area after the event to preclude another happening.
- f) MHA will activate National Security Guards and help from other security related agencies to reach the site of crisis and take over from the local personnel for larger operation.

- g) MHA will also requisitioned national disaster response force, if so considered essential for the crisis and will direct the force to reach the place of crisis.
- h) Ministry of Health and Family Welfare is procuring a container based Mobile hospital. Once it is in position, it can be deployed for major disasters, if the situation so warrants.
- i) Ministry of Defence will mobilize defence personnel to take over the crisis situation as per the need.

2.5.3 Natural factors Related Crisis

2.5.3.1 The composition of the CMG to deal with this crisis situation will be as per Annexure-VII.

2.5.3.2 On receipt of warning about any imminent cyclone, flood etc. that can affect the railway system, the concerned railway administration will take immediate steps to warn the field units well in advance to mitigate the effect of such an event. For this purpose every zonal railways will have provisions in their respective disaster management plan which should be immediately invoked to action.

2.5.3.3 ZMG in the zonal Headquarter will assemble in the disaster management control room and will take appropriate measures to mobilize resources from all the agencies to manage the situation. It will assist, help & guide divisional railway managements in their endeavour and will organize to supplement their efforts under such crisis situation.

2.5.3.4 ZMG will also approach other ministries through NDMA control room and also through the CMG in the Railway Board for any help needed at their level.

2.5.3.5 Role of Other Ministries/Departments

- a) Meteorology department will communicate the natural factors like cyclone, heavy rains, earthquake related information to the local railway administration to have them warned of any imminent crisis situation.
- b) SOP for transmission of the warning to the field units will be immediately activated to take appropriate preventive measures.
- c) On serious disruption of traffic on the railways, local agencies like public works department, irrigation department, local defence and para-military units will assist railways as per the request from the railway administration.
- d) Local civil authorities and police will assist railways in ensuring security of passengers in the stranded trains and at the stations. They will also assist in reaching water and food to the stranded passengers with help of defence/para military personnel, if so needed.

- e) Local civil administration will assist railways in harnessing resources from non-govt. agencies also e.g. divers, earthmoving equipment, etc.
- f) Resources with all the agencies will be pooled and leveraged to help evacuation, if so needed.
- g) Department of Space will provide flood inundation map/information to the concerned Railway Administration to facilitate their being warned of any imminent crisis situation.

2.5.4 Major Train Accidents

2.5.4.1 The composition of the CMG to deal with this crisis situation will be as per Annexure-VIII.

2.5.4.2 On receipt of information of a Train Accident involving/suspecting injuries or death of passengers, Accident Relief Medical Equipment Vans (ARMVs) and Accident Relief Trains (ARTs) which are stationed at strategic locations, are immediately turned out for the site of accident with Doctors, Paramedical Staff, rescue workers and Engineers.

2.5.4.3 All Railway men, since their recruitment, are made aware of sacredness and vital importance for dispatch and movement of ARMVs and ARTs within prescribed time.

2.5.4.4 The Medical Team attends to the injured passengers and seriously wounded are transported to nearby hospitals.

2.5.4.5 The cost of such treatment is borne by the Railways. Dead bodies are handed over to Police for further action such as autopsy etc. for medico-legal purposes.

2.5.4.6 ZMG will also approach other ministries through NDMA control room and also through the CMG in the Railway Board for any help needed at their level.

2.5.4.7 Role of Other Ministries/Departments

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. Keeping the above in view, zonal railways are coordinating with the non-railway, government/non-government 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.

2.5.5 Contingency Plan Where Railways Have To Help And Assist Other Ministries In Crisis Situation:

2.5.5.1 Ministry of Railways will provide emergency support and assistance to other Ministries mostly in regard to rail transportation. For this purpose Ministry of Railways has issued an Emergency support Function Plan (ESF) vide 2003/Safety (DM)/6/3 dated 25.10.04 nominating Quick response Teams (QRTs) at the Ministry level and Zonal railway level as well. QRT at the level of Ministry of railways is CMG for dealing with the crises situation to help other Ministries is given at Annexure -IX.

2.5.5.2 The CMG will obtain directions from NCMC and organize the necessary relief operations through field level QRTs.

2.5.5.3 The concerned Ministry will make their own Contingency Plan bringing out the assistance required from the Railways, which will be mobilized.

2.5.6 **Cyber Crisis affecting Railway Applications :** Specific Crisis Management Plan has already been issued vide Board's letter No. 2006/C&IS/PRS/Audit/4/Pt.I dated 17.08.2010 (read with corrigendum dated 01.09.2010 Annexure XIV) and the same will be followed till further updated Cyber Crisis Management Plan is finalized and circulated to the concerned units.

2.6 FLOW OF INFORMATION

2.6.1 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 Bhawan.

2.6.2 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 III).

2.6.3 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.
- (ii) District Magistrate concerned;
- (iii) District Superintendent of Police concerned;
- (iv) Chief Medical Superintendent (Railways), and to District Civil Surgeon concerned.
- (v) Chief Fire Officer of the District concerned.

2.6.4 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.

2.6.5 The Officer Incharge of the Emergency Control Room of the Zonal Railways Headquarters would immediately pass on this information to all Members of the ZMG who will assemble in the Emergency Control Room at their respective Railway. The convener of the ZMG besides passing on immediately the information regarding the crisis and the further developments to Convener of CMG 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.

2.6.6 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.

2.6.7 The Officer Incharge of the **Safety Control Room** at Room No. **341 C** in Rail Bhawan (P&T Phone No. **23382638**, Railway Phone No. **43399, 43599** and Mob.No. **9717641291**) which is manned round the clock would immediately inform all the Members of CMG by the quickest possible means and give brief information in case of train accident related crisis.

2.6.8 The CMG will interact with the NDMA control room and officials of the other ministries to arrange for the support needed from them. The Convener or his representative will convey information regarding the crisis situation to the Members of NCMC.

2.6.9 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.

2.6.10 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 & guidelines to 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.

2.6.11 All the Control Rooms at Rail Bhawan 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.

2.7 MEDIA COMMUNICATION

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

**NAME AND ADDRESSES OF THE MEMBERS/ALTERNATIVE MEMBERS FROM
THE MINISTRY OF RAILWAYS IN NCMC**

S. No.	Name of the Member with designation	Name of the Crisis	Telephone Nos.		Addresses		Remarks
			Office & Rly. No.	Residence & Mobile No.	Office	Residence	
1.	Shri Suneet Shrama Chairman & CEO Railway Board	All Indian Railway Strike	23384010 Rly.44700 Fax 23381453	7701801000	236, Rail Bhawan, New Delhi	D-2/203, Kakanagar, New Delhi	Member
	Shri Rajash Tiwari Member Traction & Rolling Stock Railway Board	All Indian Railway Strike	23381477 Rly. 44708 Fax 23385113	Rly.44711 24121019 7217726000	217, Rail Bhawan, New Delhi	RB Banglow No.5 Hospital Road, Moti Bagh-I, New Delhi- 110021	Alternate Member
2.	Shri Suneet Shrama Chairman & CEO Railway Board	Terrorism/ Security related crisis	23384010 Rly.44700 Fax 23381453	7701801000	236, Rail Bhawan, New Delhi	D-2/203, Kakanagar, New Delhi	Member
	Shri P. S. Mishra Member Operations & Business Development Railway Board	Terrorism/ Security related crisis	23382776 Rly 44712 Fax 23388237	Rly. 44709 24675513 7217725000	228, Rail Bhawan, New Delhi	RB Banglow No.7 Hospital Road, Moti Bagh, New Delhi- 21	Alternate Member
3.	Shri Rajash Tiwari Member Traction & Rolling Stock Railway Board	All Indian Railway Strike	23381477 Rly. 44708 Fax 23385113	Rly.44711 24121019 7217726000	217, Rail Bhawan, New Delhi	RB Banglow No.5 Hospital Road, Moti Bagh-I, New Delhi- 110021	Member
	Shri P. S. Mishra Member Operations & Business Development Railway Board	Terrorism/ Security related crisis	23382776 Rly 44712 Fax 23388237	Rly. 44709 24675513 7217725000	228, Rail Bhawan, New Delhi	RB Banglow No.7 Hospital Road, Moti Bagh, New Delhi- 21	Alternate Member
4.	Shri P. S. Mishra Member Operations & Business Development Railway Board	Terrorism/ Security related crisis	23382776 Rly 44712 Fax 23388237	Rly. Rly. 44709 24675513 7217725000	228, Rail Bhawan, New Delhi	RB Banglow No.7 Hospital Road, Moti Bagh, New Delhi- 21	Member
	Shri Rajash Tiwari Member Traction & Rolling Stock Railway Board	All Indian Railway Strike	23381477 Rly. 44708 Fax 23385113	Rly.44711 24121019 7217726000	217, Rail Bhawan, New Delhi	RB Banglow No.5 Hospital Road, Moti Bagh-I, New Delhi- 110021	Alternate Member
5.	Shri P. S. Mishra Member Operations & Business Development Railway Board	Terrorism/ Security related crisis	23382776 Rly 44712 Fax 23388237	Rly. 44709 24675513 7217725000	228, Rail Bhawan, New Delhi	RB Banglow No.7 Hospital Road, Moti Bagh, New Delhi- 21	Member
	Shri Suneet Shrama Chairman & CEO Railway Board	Crisis where IR have to help Other Ministries	23384010 Rly.44700 Fax 23381453	7701801000	236, Rail Bhawan, New Delhi	D-2/203, Kakanagar, New Delhi	Alternate Member

**LIST OF MEMBERS/ALTERNATE MEMBERS OF THE NATIONAL
CRISIS MANAGEMENT COMMITTEE (NCMC) AS ON (16.09.2020))**

Ministry of Home Affairs Control Room Nos.
011-23093054, 23093563, 23063564, 23093566, 23092923

S. No.	Name/Designation Telephone Number of the member	Name/Designation Telephone Number of the alternate member
1.	Shri Rajiv Gauba, Cabinet Secretary, Cabinet Secretariat, Tel: Off- 23016696/23011241 Res- 23011963 Fax: Off – 23018638 Rax: Off – 2323, Mobile – 9871155114	Ms Rachna Shah, Additional Secretary, Cabinet Secretariat Tel: Off-23016576 Res- 21420496 Fax- 23018689 Rax-Off-3613, Mobile. 9717424431
2.	Dr. P.K. Mishra, Principal Secretary to PM, Prime Minister's Office Tel: Off – 23013040 Fax: Off – 23017475 Rax: Off – 2408, Mobile. 9013990097	VACANT
3.	Shri Ajay Kumar Bhalla, Union Home Secretary, Ministry of Home Affairs Tel: Off – 23092989 / 23093031 Res – 26119386 Rax: Off- 2235, Res- 3765, Fax: Off – 23093003 Mobile. 9650422244	VACANT
4.	Dr. Ajay Kumar, Defence Secretary, Ministry of Defence Tel: Off – 23012380 Res- 24103124 Rax: Off-2225, Rax:Res 3188Fax: Off- 23010044 Mobile. 9968681920 defsecy@nic.in	Shri Jiresh Nandan, Additional Secretary (JN) Ministry of Defence, Tel. Off- 23017678 Fax Off- 23019658 Resi- 21610180 Rax Off- 2030, Res- 3779 Mobile. 8130458720 Addlsecy-mod@gov.in
5.	Dr V. P. Joy, Secretary (Coordination & PG), Cabinet Secretariat Tel: Off – 23017075 Res- 23070951 Fax- Off 23018949	Shri Sandeep Sarkar, Joint Secretary, Cabinet Secretariat Tel: Off – 23015802 Res :- 26882791 Fax: Off – 23012284

	Rax: Off-2237, Mobile. 9999614441	Rax: Off – 2487, Mobile. 9868011132
6.	Dr V. P. Joy, Secretary (Security), Cabinet Secretariat Tel: Off – 23094382 Res- 23070951 Fax- Off 23094227 Rax: Off-2251, Mobile. 9999614441	D. Sai Amutha Devi, Joint Secretary (Security), Cabinet Secretariat Tel: Off - 23093648 Res:- 0120-3676120 Rax: Off – 2147, Mobile. 9953242522
7.	Shri. D.D. Padsalgikar, Deputy NSA National Security Council Secretariat 1 st Floor, Sadar Patel Bhawan New Delhi Tel: Off- 23349314 Fax: Off- 23368708 Res:- 21610095 Rax:Off- 2848 Mobile. 7710060100	Shri Rajinder Khanna Deputy NSA & Secretary National Security Council Secretariat 3 rd Floor, Sadar Patel Bhawan New Delhi Tel: Off- 23345287 Fax: Off- 23742811 Res:- 24104544 Rax:Off- 2263 Mobile. 8826911244
8.	Arvinda Kumar, Director, IB North Block Tele Off- 23093330, 23094897 Res:- 21610063 Fax:- 23090120 Rax Off:- 2259 Res:- 2669 Mobile. 9319411744	Shri Sheel Vardhan Singh, Special Director, IB Tele Off- 23092365 Res:- 21610268 Rax Off:- 2734 Mobile. 9818406633
9.	Shri S.K. Goal, Secretary (R), R&AW, Cabinet Secretariat Room No.1001, B-1 Wing, 10 th Floor, Pt. Deendayal Antyodaya Bhawan, CGO Complex, Lodhi Road, New Delhi. Tel: Off- 23796647 Fax: Off - 23796462 Res – 23017524 Rax: Off - 2566, Res:-,3416 Mobile. 9971101826	Shri R. Kumar, Special Secretary, R&AW Cabinet Secretariat, RoomNo.1001, B-1 Wing , 10 th Floor, Pt. Deendayal Antyodaya Bhawan, CGO Complex, Lodhi Road, New Delhi, Tel: Off- 23796835 Fax: Off- 23796462 Res- 24641686 Rax- Off- 2419, Res- Off -3235, Mobile. 8826911266
10.	Shri G.V.V.Sarma, Member Secretary, NDMA, NDMA Bhawan, A-1, Safdarjung Enclave, New Delhi. Tel: Off –26701704, Fax: Off – 26701716, Res : 21620981 Mobile. 7381014159	Brig Ajay Gangwar Advisor (Ops & Comn), NDMA, NDMA Bhavan, A-1 Safdarjung Enclave, New Delhi. Tel: Off- 26701886, Fax: Off- 26701729 Mobile. 8699434434

11.	Shri Amit Khare, Secretary, M/o Information & Broadcasting, 654, A –Wing, Shastri Bhawan, New Delhi. Tel: Off – 23382639 / 23386530 Res:- 21611019 Fax:- Off –23383513 Rax:- Off- 2390, Mobile. 9968654630	Shri Vikram Sahay, Joint Secretary (P&A), M/o Information & Broadcasting, 552- A –Wing, Shastri Bhawan, New Delhi. Tel:- Off – 23073775 Res:- 20815177 Fax:- Off – 23388771 Rax:- Off – 3231 Mobile. 9810139799
12.	Shri Harsh Vardhan Shringla, Foreign Secretary Room No. 178, Ministry of External Affairs South Block New Delhi Tel:- 23012318, 23012196 Res. 23014414 Fax: Off- 23016781 Rax: Off- 2226 Res:- 2583 Email. psfs@mea.gov.in Mobile. 9560015776	Shri Manoj Kumar Bharti, Special Secretary Ministry of External Affairs, Room No. 181 South Block New Delhi Tel: Off- 23015461, Res:- 20862011 Fax: Off-23015466 Rax: Off-3587 Email.asad@mea.gov.in Mobile. 9650763663

Important Contact Nos. for dealing on Disaster Management**(a) Ministry of Home Affairs Control Room, Room No.-12, North Block**

Tele. No.	23093054, 23093563, 23092885, 23092923, 26701728
Fax	23093750, 23092398,

(b) For Natural Disaster**(i) Shri Sanjeev Kumar Jindal, Joint Secretary (DM)****Ministry of Home Affairs and Central Relief Commissioner**

Tele No.	23438096(O) 23438098(F) E-mail: jsdm@nic.in
Mobile	9910391422

(ii) Shri. Predeep Kumar Director, DS (DM-II) Ministry of Home Affairs (Nodal Officer)

Tele No.	23438154 (O) 23438154(F)
Mobile	9958200960

(iii) Shri M.Subramanian. DS(DM-III) Ministry of Home Affairs

Tele No.	23438071 (O) 23438071 (FAX)
Mobile	8745986863

(c) For Manmade Disaster**(i) Shri. Pravin Rai, Dir. IC (1) (Counter Terrorism and Counter Radicalisation****(CTCR) - II Room No.10-B-C, North Block, Ministry of Home Affairs) (Nodal Officer)**

Tele No.	23092159 (O)
Mobile	886058049

(ii) Piyush Goyal Counter Terrorism and Counter Radicalisation**(CTCR), Room No. 171-A, North Block, Ministry of Home Affairs**

Tele No.	23092736 (O) 23092569(F)
Mobile	9839099965

(d) Ministry of Defence

Shri R.A.Sharma, Director/Ministry of Defence	23011896 (O) 9911104048
Smt.Richa Misra, JS/Ministry of Defence	23014222 (O) Mobile. 9810868862
Control Room of Defence Ministry (INCP) (Corl. Nitin Sigal) Department of Ops Lgs, INCP HQ IDS Ministry of Defence, Gate No. 11, South Block, New Delhi (INCP – Interim National Command Post)	Mobile. 8794744149, (Office) 23006567, 23006495 23015285 (fax)

**LIST OF SECRETARIES / NODAL / ALTERNANTE MEMBERS OF NODAL
MINISTRIES / DEPARTMENTS AS ON 16.09.2020**

S. No.	MINISTRY/DEPARTME NT	Name/Designation of Nodal Officer/Alternate Nodal Officer	TELEPHONE FAX Mobile numbers
1.	Department of Agriculture, Cooperation & Farmers Welfare, Krishi Bhawan, New Delhi	Shri. Sanjay Agarwal, Secretary, Room No.115	Off- 23382651 / 23388444 Fax- 23386004 RAX-2499 Mobile- 9651784119 secy-agri@gov.in
		Ms.Namita J. Priyadarshee, Joint Secretary (DM), Room No. 133, Krishi Bhawan, New Delhi.	23073384(O) 23384468(F) 9414037814(M) p.namita14@gov.in
		Shri. Ashwani Kumari, Joint Secretary (Admn) Room No. 238, Krishi Bhawan, New Delhi.	Off- 23382937 Fax- 23385931 Mobile- 8800666998 Ashwani.hub@nic.in
		Shri Balram Prasad Bimal, Deputy Secretary (DM), Room No.386, Krishi Bhawan, New Delhi.	Off- 23383980 Mobile- 9868527133 Pb.bimal@gov.in
	Department of Animal Husbandry, and Dairying, Krishi Bhawan, New Delhi	Shri. Atul Chaturvedi Secretary Room No.218	Off- 23382608 Res- 24673143 Fax- 23388006 Mobile- 9810283211 secyahd@nic.in
		Shri. Upamanyu Basu, Joint Secretary (LH) Room No.190 - A	Off- 23382354 Res- 26874430 Fax- 23386674 Mobile- 9899203548 Jslh-dadf@nic.in
		Shri G.N. Singh Joint Secretary (Admm), Room No. 248-C	Off- 23389620 Fax - 23389620 Res- 26253557 Mobile- 9899333013 gn.singh13@nic.in

2.	Department of Atomic Energy, South Block, New Delhi	Shri K.N. Vyas, Secretary, Room no.145-A	Off- 23011773 Fax- 23013843/Rax-2398 (O)
			M U M B A I Off- 022-22022543 Res- 022-23615751 Fax- 022-22843888 Mobile- 9869040201 chairman@dae.gov.in
		Shri Shrikrishna Gupta, (Officer on Special Duty), Room No.145-A	Off- 23014587 Fax- 23013843 Mobile- 9873382338 osd.del-dae@gov.in
	Department of Atomic Energy, Anushakti Bhawan, CSM Marg, Mumbai - 400001	Shri Ranjit Kumar, Head, NCPW, DAE and Chairman CMG - DAE	Off- 022-22862551 Fax- 022-22043041 Res- 022- 25566968 Mobile- 9819312310 ranjitk@dae.gov.in
Shri. Ramesh N Member Secretary, CMG		Off- 022-22862558 Res- 022-25579823 Fax- 022-22830441 Mobile- 9869440962 rameshn@dae.gov.in	
3.	Ministry of Civil Aviation, 'B' Block Rajiv Gandhi Bhawan, Safdarjung Airport, New Delhi - 110003	Shri. Pradeep Singh Kharola Secretary Room No. 294	Off- 24610358 / 24610368 Fax- 24602397 Rax- 2361 Mobile- 9449030120 secy.moca@nic.in
		Smt. Usha Padhee, Joint Secretary Room No. 268	Off- 24617692 Fax- 24654055 Mobile- 9437038770 usha.padhee@nic.in
		Ms. Garima Singh Director, Room No. 57 (2 nd Alternate Member)	Off- 24653750 Mobile- 9999993505 garima.bali@nic.in
4.	Ministry of Coal, Shastri Bhawan, Dr. Rajendra Prasad Road, New Delhi.	Shri Anil Kumar Jain, Secretary, Room No. 317, A- Wing	Off- 23384884 Res -26114914 Fax-2331678 Rax- 2651, Mobile.9899313027 Secy-moc@nic.in
		Shri Anindya Sinha, Advisor (Project) Room No. 309, A-wing	Off- 23386347 Fax- 23387738 Mobile. 7766908001

5.	Department of Telecommunications, Ministry of Communications, Sanchar Bhawan, 20-Ashoka Road, New Delhi.	Anshu Prakash, Secretary (T) Room No. 210,	Off- 23719898/23711209 Res- 24670442 Fax- 23711514 Rax- 2193 Mobile-8130966661 secy-dot@nic.in
		Shri. Chandra Skekhar, DDG(DM) room No. 1002 Sanchar Bhawan.	Off- 23372702 Res- 24676500 Mobile- 9013139030 chandra.shekhar61@gov.in
	Ministry of Electronics and Information Technology, Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi.	Shri. Ajay Sawhney, Secretary	Off- 24364041 Res- 23072627 Fax- 24363134 Rax - 2342 Mobile.8008554330 secretary@meity.gov.in
		Dr. Sanjay Bahl, Director General, CERT – In	Off- 24368544 Res- 46100875 Fax- 24366806 Mobile.9891379595 Sanjay.bahl@nic.in
		Shri Sanjay Goel, Joint Secretary(Gen. Admin)	Off- 24363114 Res- 23233117 Fax- 24363119 Mobile. 9911479001 Js.sgoel@meity.gov.in
6.	Ministry of Defence, South Block, New Delhi.	Dr. Ajay Kumar Defence Secretary	Off- 23012380 Res- 24103124 Fax- 23010044 Rax- 2225 (O), 3188 (R) Mobile.9968681920 defsecy@nic.in
		Shri K R Suresh, Inspector General, Indian Coast Guard Hqr., Purana Quila Road, National Staeium Complex, New Delhi	Off- 23387237 Fax- 23383196 Res- Rax- Off-,Rex, dte-ops@indiancoastguard.nic.in Mobile-
7.	Ministry of Drinking Water and Sanitation, Pt. Deendayal Antyodaya Bhawan, CGO Complex, New Delhi.	Shri. U P Singh, Secretary (Addl). Charge	Off- 24361011 Res- 21610200 Fax- 24361207 Mobile.9818800888 secydws@nic.in
		Shri. Samir Kumar, Joint Secretary 4 th Floor, B-1 Wing	Off- 24361043 Fax- 24364113 Res-23382561 Mobile.9810593082 samirkumar@nic.in

8.	Ministry of External Affairs, South Block, New Delhi.	Shri Harash Vardhan Shringla Foreign Secretary Room No. 178	Off- 23012318 - 23012196 Res- 23014414 Fax- 23016781 Rax- 2226, Res- Mobile.9560015776 psfs@mea.gov.in
		Shri. Pavan Kumar Rai Joint Secretary (Pers.)	Off- 23015749 Fax- 23794427 Mobile.9355330307 jspers@mea.gov.in
9.	Ministry of Environment, Forests & Climate Change Level-V, Agni Wing, Indira Paryavaran Bhawan, Jor Bagh Road, Aliganj New Delhi	Shri. R. P. Gupta Secretary (EF&CC)	Off- 24695262 / 26265265 Res- Fax- 24695270 Rax- 2663 Mobile.9978406066 secy-moef@nic.in
		Ms. Bharati, Inspector General of Forests (FPD)	Off- 24695130 Mobile.9999892836 bharati.92@nic.in
	<u>For Chemical Disaster</u> Ministry of Environment, Forests & climate change, Hazardous Substance Management Division Jal Wing Level- II, Jor Bagh Road, Aliganj, New Delhi.	Geeta Menon, Joint Secretary, (HSM Division), Indira Paryavarn Bhawan, Room No-116, First Floor, Prithvi Wing, Jor Bagh Road, New Delhi	Off- 24695281 Fax- 24695283 Mobile.9818054264 menong@cag.gov.in
		Dr. Dharmendra Kumar Gupta, Scientist 'F' (HSM Division), Indira Paryawaran Bhawan, Jal Wing, Jor Bagh Road, Aliganj, New Delhi.	Tele/Fax- 24695393 Mobile.9415389825 Gupta.dharmendra@gov.in
		Shri. Dinesh Runiwal Scientist 'E' (HSM Division), Indira Paryawaran Bhawan, Room No. J- 212, Level – II, Jal Wing, Jor Bagh Road, New Delhi	Off/Fax- 24695245 Mobile- 8604445993 d.runiwal@ngov.in
10.	Department of Financial Services, Jeevan Deep Building, Sansad Marg, New Delhi	Shri. Debashish Panda, Secretary Room No.6B, 3 rd Floor	Off- 23340222 / 23343478 Res- 26886620 Fax- 23340027 Mobile. 9871681111 secy-fs@nic.dot.in
11	Ministry of Health & Family Welfare, Directorate of Health Services,	Rajesh Bhushan Secretary Room No. 156-A	Off- 23061863 - 23063221 Fax- 23061252 Res. 26886621 Mobile- 9717048187 secyhfw@nic.in

	Nirman Bhawan, New Delhi.	Shri. Lav Agarwal, Joint Secretary	Off- 23061195 Res- 21610369 Fax- 23061842 Mobile- 9818778177 alav@ias.nic.in
		Dr. Manohar Agnani, Joint Secretary, Room No. 145-A	Off- Tel/Fax- 23061723 Mobile. 9425031900 Jsrch-mohfw@nic.in
		Dr. P. Ravindran, Addl. DDG & Director, EMR, Dte. G.H.S, Room No.555/A, Nirman Bhawan, New Delhi	Off- 23061302 Res- 28087813 Fax- 23061457 Mobile.9910503193
		Dr. U.B. Das, CMO (NFSG), EMR, Dte. G.H.S., Room No. 507/D, Nirman Bhawan, New Delhi	Off- 23063440 Res- 26173638 Fax- 23061457 Mobile.9868881239 ub.das71@gov.in
12.	Ministry of Home Affairs, North Block, New Delhi.	Shri. Ajay Kumar Bhalla, Union Home Secretary Room No. 113	Off- 23092989 / 23093031 Res- 261199386 Fax- 23093003 Rax- Off- 2235 Mobile.9650422244
	Ministry of Home Affairs Disaster Management Division, Hall 'B' 3 rd Floor, NDCC Building, Jai Singh Road, New Delhi-110001	Shri Sanjeev Kumar Jindal, Joint Secretary (DM)	Off- 23438096 Res- 23233289 Fax- 23438098 Rax- Off- 3643 Mobile.9910391422 jsdm@nic.in
13.	Ministry of Labour and Employment, Shram Shakti Bhawan, New Delhi.	Shri Heeralal Samariya, Secretary, Room No. 104	Off- 23710265 Fax- 23355679 Res- 24103430 Rax-Off- 2660 Mobile.8800893135 secy-labour@nic.in
		Ms. Anuradha Prasad, Additional Secretary, Room No. 110	Off- 23710178 Fax- 23736011 Res- 26876750 Mobile.9810576751 as-labour@nic.in
		Ms. Kalpana Rajsinghot Joint Secretary, Room No. 108	Off- 23716835 Fax- 23716835 Mobile.- 8826195784 kalpana.r@gov.in

14.	Ministry of Petroleum & Natural Gas, Shastri Bhawan, New Delhi	Shri Tarun Kapoor Secretary Room No. 206, A- Wing,	Off- 23383562 - 23383501 Fax- 23070723 Res. 23381780 Mobile.8130461118 sec.png@nic.in
		Dr.Navneet Mohan Kothari, Joint Secretary A-Wing 2 nd Floor	Off- 23073165 Res-24672301 Fax- Mobile.9425122301 kotharin@nic.in
		Shri Susheel T. Williams, DS(LPG) A-Wing 2 nd Floor	Off - 23387467 Mobile.7408416955 Sushilt.williams@gov.in
15.	Ministry of Power, Shram Shakti Bhawan, Rafi Marg, New Delhi - 110001	Shri Sanjiv Nandan Sahi, Secretary Room No. 204, 2 nd Floor	Off- 23710271 - 23711316 Res- 21320054 Fax- 23721487 Rax:- 2484 Mobile.9999455663 secy-power@nic.in
		Shri Ghanshyam Prasad Chief Engineer (OM&RR) Room No. 408, 4 th Floor	Off- Tel/Fax- 23710389 Res- 40046834 Mobile.9968301928 g.prasad67@nic.in
		Shri Devashish Bose, Director(OM) Room No. 225, 2 nd Floor	Off- 23717737 Res- 26261436 Mobile. 9968580570 d.bos80@nic.in
16.	Ministry of Railways, Rail Bhawan, Raisina Road, New Delhi – 110001 (as on 01.01.2021)	Shri Suneet Sharma Chairman & CEO Railway Board Room No.234	Off- 23384010 Res- Fax- 23381453 crb@rb.railnet.gov.in Mobile.7701801000
		Shri. Devendra Singh Principal Executive Director Safety Room No. 301	Off- 23381344 Res- 24672217 Fax- 23386215 Mobile.9910487448 d.singh6@nic.in
		Shri K. P. Yadav, ED/Safety-II, Room No. 355	Off- 23389987 Fax- 23382638 Res- 26882097 Mobile.8882207156 kp.yadav11@gov.in
		Dr. Manoj Singh, EDTT(F), Room No. 261	Off- 23383506 Fax- 23383506 Res- 26261364 Mobile.8527832856 manoj.singh04@nic.in

17.	Ministry of Road Transport & Highways, 1 Parliament Street, Transport Bhawan, Sansad Marg, New Delhi	Shri Giridhar Aramane, Secretary (RT&H) Room No. 509	Off- 23714104 Res- Fax- 23356669 Rax- 3523(O) Mobile.9810381133 Secy-road@nic.in
		Shri. Y. Balakrishna, Additional Director General Room No. 222	Off- -23724820 Mobile.9910004887 y.balakrishna@nic.in
		Shri Amit Kumar Ghosh, Joint Secretary, Room No. 316	Off- 23710140 Fax- 23715195 Mobile. 8756662220 js-highways@nic.in
18.	Ministry of Shipping, Department of Shipping, Transport Bhawan, Sansad Marg, New Delhi	Shri Sanjeev Ranjan, Secretary Room No. 401, 4 th Floor	Off- 23714938 Fax- 23716656 Res- Rax- 2618 (0) Mobile.9868800951 secyship@nic.in
		Shri Sanjay Bandyopadhyay, Additional Secretary, Room No.406, 4 th Floor (1 st alternate member)	Off- 23736125 Fax- 23733051 Res- 42548570 Mobile.9650094400
		Shri Satindrapal Singh, Joint Secretary (Shipping), Room No. 410, 4 th Floor	Off- 23711873 Fax- 23328549 Mobile.9816249400 Js.ship@nic.in
19.	Department of Space, ISRO Hqr., Antariksh Bhawan, New BEL Road, Bangalore - 560231	Dr. Sivan K Secretary	Off- 080-23415241 Fax- 080-23415328 23518551 Mobile.7338447005 chairman@isro.gov.in Delhi Off-24698313 / 24647413 Fax- 24617377
		Ms. Sandhya Venugopal Sharma, Joint Secretary	Off- 080-22172303 / 080-23416393 Fax- 080-23511829 Mobile.984564336 sandhyavs@.gov.in
	Department of Space, National Remote Sensing Centre, Balanagar, Hyderabad- 500625	Dr. Santanu Chowdhury Director, National Remote Sensing Centre	Off- 040-23878360 Fax- 040-23877210 Mobile. 8790144848 director@nrsc.gov.in

20.	Department of Water Resources, River Development and Ganga Rejuvenation, Shram Shakti Bhawan, Rafi Marg, New Delhi.	Shri. U.P. Singh, Secretary (WR, RD&GR) Room No. 412 Shram Shakti Bhawan,	Off- 23715919 / 23710305 Fax- 23731553 Off- Rex- 2478 Mobile.9818800888 secy-mowr@nic.in
		Shri Debashree Mukherjee, Additional Secretary, Room No. 404 Shram Shakti Bhawan	Off- 23714609 Fax- 23716894 Mobile.9013990010 Aswrs-mowr@nic.in
		Shri Atul Jain, Commissioner (FM) Room No. 827, 8 th Floor, Block 11, CGO Complex, New Delhi	Off- 24368238 Fax - 24362780 Mobile.9968652152 comer-mowr@nic.in
	Central Water Commission, Sewa Bhawan, R.K. Puram, New Delhi - 110066	Shri R.K. Jain, Chairman, Central Water Commission,	Off- 26715351 / 26195415 Res- Fax- 26108614 Mobile.9811581705
		Shri Sharad Chandra, Director (FFM), Central Water Commission, 5 th Floor, Sewa Bhawan	Off- 26182836 Fax- 26106523 Res- ----- Mobile.9868232398 Sharadchandra-cwc@nic.in

**CENTRAL MANAGEMENT GROUP FOR THE CRISIS SITUATION
ALL INDIA RAILWAYMEN STRIKE**

S. No	Name of the Member with designation	Ministry Of Railway	Telephone Nos.		Address		Remarks
			Office	Residence & Mobile	Office	Residence	
1.	Smt. Urvilla Khati Add. Member (Staff)	Ministry of Railways	23382674 5214 (IP/IC)	23364317 8595954838	202, Rail Bhawan New Delhi	246/7B, Rly. Officers Enclave, P.K. Road.	Convenor
2.	Shri Deepak Peter Gabriel Principal Executive Director(IR)	Ministry of Railways	47172 Fax 23383086	55244 (Rly) 85955267	402, Rail Bhawan New Delhi	24-D, S.P.Marg, Chanakyapuri.	Alternate Convenor
3.	Ms. Dakshita Das AM (Finance)	Ministry of Railways	23047011, 47011 (Rly)	8595954847	207 Rail Bhawan New Delhi	T-5/8, Railway Officers' enclave, San Martin Marg, Chanakyapuri	Member
4.	Shri Arun Kumar Director General (RPF)	Ministry of Railways	23382209 43480 (Rly)	24104473 9821130622	440, Rail Bhawan New Delhi	C-9, Tower7, New Moti Bagh, New Delhi	Member
5.	Shri Sushant Kumar Mishra Addl. Member (TT)	Ministry of Railways	23382427 43575 Rly)	24672247 9717600117	264, Rail Bhawan New Delhi	B No. 11 Rly Off Encl. S P Marg New Delhi-110021	Member
6.	Shri Sunil Bajpai Addl. Member AM (Mech. Engg.)	Ministry of Railways	23047431 47431	53205 9810422383	120 Rail Bhawan New Delhi	T-V/5, San Martin Marg, Chanakyapuri, Railway Colony New Delhi 110021.	Member
7.	Shri Radhey Raman Addl. Member (Traction)	Ministry of Railways	23381227 44645 (Rly)	7827936620	115, Rail Bhawan New Delhi	206 ORH Yomuna State Entry Road New Delhi	Member
8.	Shri U.S.S. Yadav Addl. Member (Civil Engg.)	Ministry of Railways	23382607 44800 (Rly)	8595928074	125, Rail Bhawan, New Delhi	F-901, Central Residential Complex, DDU Marg.	Member
9.	Shri Mukesh Nigam Addl. Member (Comml.)	Ministry of Railways	23047351 47351(Rly)	9910487453 55251	473, Rail, Bhawan, New Delhi	25 A Rly Off. Colony S P Marg.	Member
10.	Vacant Addl. Member (Tele)						Member
11.	Vacant Addl. Member (Signal)						Member
12.	Shri D J Narain ADG/ Public Relations	Ministry of Railways	23381332 43435 (Rly)		302, Rail Bhawan New Delhi		Member

CENTRAL MANAGEMENT GROUP FOR THE CRISIS SITUATION
TERRORISM / SECURITY RELATED CRISIS

S. No	Name of the Member with designation	Ministry Of Railway	Telephone No		Address		Remarks
			Office	Residence	Office	Residence	
1.	Shri Arun Kumar Director General (RPF)	Ministry of Railways	23382209 43480 (Rly)	24104473 9821130622	440, Rail Bhawan New Delhi	C-9, Tower 7, New Moti Bagh, New Delhi	Convenor
2.	Shri Anoop Srivastava ADG/Admn.	Ministry of Railways	23385140 44055	859595483	435, Rail Bhawan, New Delhi	H.No. E-223, 1 st Floor GK-I, New Delhi	Alternate Convenor
3.	Shri B.P. Nanda DG (RHS)	Ministry of Railways	47843130 43130	26873611 55571 8178247900	214, Rail Bhawan, New Delhi	57- A, S.P. Marg.	Member
4.	Shri Sushant Kumar Mishra Addl. Member (TT)	Ministry of Railways	23382427 43575 Rly)	24672247 9717600117	264, Rail Bhawan New Delhi	B No. 11 Rly Off Encl. S P Marg New Delhi- 110021	Member
5.	Shri Mukesh Nigam Addl. Member (Comml.)	Ministry of Railways	23047351 47351	9910487453 55251	473, Rail, Bhawan, New Delhi	25 A Rly Off. Colony S P Marg.	Member
6.	Shri Sunil Bajpai Addl. Member AM (Mech. Engg.)	Ministry of Railways	23382975 43400 (Rly) 23047431 47431	53205 9810422383	120 Rail Bhawan New Delhi	T-V/5, San Martin Marg, Chanakyapuri, Railway Colony New Delhi 110021.	Member
7.	Vacant Addl. Member (Signal)	Ministry of Railways	23382122 44600 (Rly)		119, Rail Bhawan, New Delhi		Member
8.	Shri U.S.S. Yadav Addl. Member (Civil Engg.)	Ministry of Railways	23382607 44800 (Rly)	8595928074	125, Rail Bhawan, New Delhi	F-901, Central Residential Complex, DDU Marg.	Member
9.	Vacant Addl. Member (Tele)	Ministry of Railways					
10.	Shri D J Narain ADG/ Public Relations	Ministry of Railways	23381332 43435 (Rly)		302, Rail Bhawan New Delhi		Member

**CENTRAL MANAGEMENT GROUP FOR THE CRISIS SITUATION
NATURAL DISASTERS**

S. No	Name of the Member with designation	Ministry Of Railway	Telephone Nos.		Address		Remarks
			Office	Residence	Office	Residence	
1.	Shri U S S Yadav Addl. Member (Civil Engg)	Ministry of Railways	23382607 44800 (Rly)	8595928074	125, Rail Bhawan, New Delhi	.F No. 901 Central Govt. Resg.Comp. DDU Marg	Convenor
2.	Shri Sushant Kumar Mishra Addl. Member (TT)	Ministry of Railways	23382427 43575 Rly)	24672247 9717600117	264, Rail Bhawan New Delhi	B No. 11 Rly Off Encl. S P Marg New Delhi-110021	Alternate Convenor
3.	Shri Mukesh Nigam Addl. Member (Comm.)	Ministry of Railways	23047351 47351(Rly)	9910487453	473, Rail, Bhawan, New Delhi	25 A Rly Off. Colony S P Marg.	Member
4.	Shri Sunil Bajpai Addl. Member AM (Mech. Engg.)	Ministry of Railways	23047431 47431	53205 9810422383	313, 120 Rail Bhawan New Delhi	T-V/5, San Martin Marg, Chanakyapuri, Railway Colony New Delhi 110021.	Member
5.	Shri Radhey Raman Addl. Member (Traction)	Ministry of Railways	23381227 44645 (Rly)	7827936620	115, Rail Bhawan New Delhi	206 ORH Yomuna State Entry Road New Delhi	Member
6.	Vacant Addl. Member (Tele)	Ministry of Railways					Member
7.	Vacant Addl. Member (Signal)	Ministry of Railways					Member
8.	Shri Arun Kumar Director General, RPF	Ministry Of Railways	23382209 43480 (Rly)	24104473 9821130622	440, Rail Bhawan New Delhi	C-9, Tower7, New Moti Bagh, New Delhi	Member
9.	Shri B.P. Nanda DG (RHS)	Ministry of Railways	47843130 43130	26873611 55571 8178247900	214, Rail Bhawan, New Delhi	57- A, S.P. Marg.	Member
10.	Shri D J Narain ADG/ Public Relations	Ministry of Railways	23381332 43435 (Rly)		302, Rail Bhawan New Delhi		Member

CENTRAL MANAGEMENT GROUP FOR THE CRISIS SITUATION FOR MAJOR TRAIN ACCIDENTS

S. No	Name of the Member with designation	Ministry Of Railways	Telephone Nos.		Address		Remarks
			Office	Residence	Office	Residence	
1.	Shri Sushant Kumar Mishra Addl. Member (TT)	Ministry of Railways	23382427 43575 Rly)	24672247 9717600117	264, Rail Bhawan New Delhi	B No. 11 Rly Off Encl. S P Marg New Delhi- 110021	Convenor
2.	Shri Mukesh Nigam Addl. Member (Comml.)	Ministry of Railways	23382112 43650(Rly) 23047351 47351(Rly)	9910487453	473, Rail, Bhawan, New Delhi	25 A Rly Off. Colony S P Marg.	Alternate convenor
3.	Shri Sunil Bajpai Addl. Member AM (Mech. Engg.)	Ministry of Railways	23047431 47431	53205 9810422383	, 120 Rail Bhawan New Delhi	T-V/5, San Martin Marg, Chanakyapuri, Railway Colony New Delhi 110021.	Member
4.	Shri U S S Yadav Addl. Member (Civil Engg)	Ministry of Railways	23382607 44800 (Rly)	8595928074	125, Rail Bhawan, New Delhi	.F No. 901 Central Govt. Resg.Comp. DDU Marg	Member
5	Shri Radhey Raman Addl. Member (Traction)	Ministry of Railways	23381227 44645 (Rly)	7827936620	115, Rail Bhawan New Delhi	206 ORH Yomuna State Entry Road New Delhi	Member
6.	Vacant Addl. Member (Tele)	Ministry of Railways					Member
7.	Shri Arun Kumar Director General, RPF	Ministry of Railways	23382209 43480 (Rly)	21240888 9999966007	440, Rail Bhawan, New Delhi	C-9, Tower7, New Moti Bagh, New Delhi	Member
8.	Shri Devendra Singh, PED (Safety)	Ministry of Railways	23381344 43302(Rly)	22100429 9910487448	301, Rail Bhawan, New Delhi	T5/8,Railway Enclave,San Martin Marg,Chanakyapuri	Member
9.	Shri D J Narain ADG/ Public Relations	Ministry of Railways	23381332 43435 (Rly)		302, Rail Bhawan New Delhi		Member

**CENTRAL MANAGEMENT GROUP FOR THE CRISIS SITUATION WHERE
RAILWAYS HAVE TO HELP AND ASSIST OTHER MINISTERS**

S. No	Name of the Member with designation	Ministry	Telephone Nos.		Address		Remarks
			Office	Residence	Office	Residence	
1.	Shri Sushant Kumar Mishra Addl. Member (TT)	Ministry of Railways	23382427 43575 Rly)	24672247 9717600117	264, Rail Bhawan New Delhi	B No. 11 Rly Off Encl. S P Marg New Delhi-110021	Convenor
2.	Shri Mukesh Nigam Addl. Member (Comml.)	Ministry of Railways	23382112 43650(Rly)	9910487453	473, Rail, Bhawan, New Delhi	25 A Rly Off. Colony S P Marg.	Alternate convenor
3.	Shri Sunil Bajpai Addl. Member AM (Mech. Engg.)	Ministry of Railways	23382975 43400 (Rly) 23047431 47431	53205 9810422383	313, 120 Rail Bhawan New Delhi	T-V/5, San Martin Marg, Chanakyapuri, Railway Colony New Delhi 110021.	Member
4.	Shri U S S Yadav Addl. Member (Civil Engg)	Ministry of Railways	23382607 44800 (Rly)	8595928074	125, Rail Bhawan, New Delhi	.F No. 901 Central Govt. Resg.Comp. DDU Marg	Member
5	Shri Radhey Raman Addl. Member (Traction)	Ministry of Railways	23381227 44645 (Rly)	7827936620	115, Rail Bhawan New Delhi	206 ORH Yomuna State Entry Road New Delhi	Member
6.	Vacant Addl. Member (Tele)	Ministry of Railways					Member
7	Shri Arun Kumar Director General, RPF	Ministry of Railways	23382209 43480 (Rly)	21240888 9999966007	440, Rail Bhawan, New Delhi	C-9, Tower7, New Moti Bagh, New Delhi	Member
8.	Shri Devendra Singh, PED (Safety)	Ministry of Railways	23381344 43302(Rly)	22100429 9910487448	301, Rail Bhawan, New Delhi	T5/8,Railway Enclave,San Martin Marg,Chanakyapuri	Member
9.	Shri D J Narain ADG/ Public Relations	Ministry of Railways	23381332 43435 (Rly)		302, Rail Bhawan New Delhi		Member

CENTRAL MANAGEMENT GROUP FOR THE CYBER CRISIS SITUATION

S. No	Name of the Member with designation	Ministry	Telephone Nos.		Address		Remarks
			Office	Residence	Office	Residence	
1	Shri S.S.Gehlot Additional Member (M&BD)	Ministry of Railways	23384728 / 47845394 43610/45394(Rly)	8595526715	476-E, Rail Bhawan New Delhi	C-7, New Moti Bagh, New Delhi	Convenor
2.	Shri Mukesh Nigam Addl. Member (Comml.)	Ministry of Railways	23382112 43650(Rly)	9910487453	473, Rail, Bhawan, New Delhi	25 A Rly Off. Colony S P Marg.	Alternate convenor
3.	Shri Sushant Kumar Mishra Addl. Member (TT)	Ministry of Railways	23382427 43575 Rly)	24672247 9717600117	264, Rail Bhawan New Delhi	B No. 11 Rly Off Encl. S P Marg New Delhi-110021	
4.	Shri Radhey Raman Addl. Member (Traction)	Ministry of Railways	23381227 44645 (Rly)	7827936620	115, Rail Bhawan New Delhi	206 ORH Yomuna State Entry Road New Delhi	Member
5.	Shri Sunil Bajpai Addl. Member AM (Mech. Engg.)	Ministry of Railways	23382975 43400 (Rly) 23047431 47431	53205 9810422383	313, 120 Rail Bhawan New Delhi	T-V/5, San Martin Marg, Chanakyapuri, Railway Colony New Delhi 110021.	Member
6.	Shri U S S Yadav Addl. Member (Civil Engg)	Ministry of Railways	23382607 44800 (Rly)	8595928074	125, Rail Bhawan, New Delhi	.F No. 901 Central Govt. Resg.Comp. DDU Marg	Member
7.	Vacant Addl. Member (Tele)	Ministry of Railways					Member
8	Shri Arun Kumar Director General, RPF	Ministry of Railways	23382209 43480 (Rly)	21240888 9999966007	440, Rail Bhawan, New Delhi	C-9, Tower7, New Moti Bagh, New Delhi	Member
9.	Shri Devendra Singh, PED (Safety)	Ministry of Railways	23381344 43302(Rly)	22100429 9910487448	301, Rail Bhawan, New Delhi	T5/8,Railway Enclave,San Martin Marg,Chanakyapuri	Member
10.	Shri D J Narain ADG/ Public Relations	Ministry of Railways	23381332 43435 (Rly)		302, Rail Bhawan New Delhi		Member

Important Telephone Numbers of NDMA/NDRF

NDMA

S. No.	Name & Designation	Office Phone No.	Mobile	E-mail ID
1.	Shri G V V Sarma, IAS Member Secretary, NDMA	011-26701701 (O) 011-26701716 (Fax)	7381014159	secretary@ndma.gov.in
2.	Shri Kamal Kishore, Member	011-26701740 011-26701754 (Fax)		kkishore@ndma.gov.in
3.	Lt. Gen (Retd) Syed Ata Hasnain, Member	011-26701775		syedata.hasnain@ndma.gov.in
4.	Shri Rajendra Singh, Member	011-26701738		rajendra.59@ndma.gov.in
5.	Shri Krishna Vatsa, Member	011-26701776		krishna.vatsa@ndma.gov.in
6.	Control Room NDMA	011-26701728 (O) 011-26701729 (Fax)	9868891801 9868101885	controlroom@ndma.gov.in

NDRF

Shri S N Pradhan, IPS DG/NDRF Mob. - 09816617595 Off: 011-23438020, 011-23438119 email: dg.ndrf@nic.in	Shri Amrendra Kr. Sengar, IPS IG/NDRF Mob. 9013882417 Off: 011-23438021 email: ig.ndrf@nic.in	Mr. Mohsen Shahedi, DIG/NDRF Off: 011-23438022 Email: digprov-ndrf@nic.in
NDRF Control Room, Tel: 011-23438091, 23438136, Fax: 011-23438091, email: hq.ndrf@nic.in		

NDRF Battalions

S. No.	COMDT NDRF Bn	LOCATION	TEL NO.	MOB. NO.	FAX NO.
1	1 st NDRF Bn	Guwahati (Assam)	0361-2840284 (O)	9401048790	0361-2849080
2	2 nd NDRF Bn	Haringhata, Nadia (West Bengal.)	033-25875032 (O)	9474061104	033-25875032
3	3 rd NDRF Bn	Mundali, Cuttack (Odisha)	0671-2879711 (O)	9437581614	0671-2879711
4	4 th NDRF Bn	Arakonam, Vellore (Tamilnadu)	04177-246594 (O)	9442140269	04177-246594
5	5 th NDRF Bn	Pune (Maharashtra)	02114-247000 (O)	9422315628	02114-247008
6	6 th NDRF Bn	Vadodara (Gujarat)	02668-274245	9723632166	02668-274245
7	7 th NDRF Bn	Bhatinda (Punjab)	0164-2246193 (O)	9417802032	0164-2246570
8	8 th NDRF Bn	Ghaziabad (U.P.)	0120-2766618 (O)	9412221035	0120-27666012
9	9 th NDRF Bn	Bihta, Patna (Bihar)	06115-253939 (O)	8544415050	06115-253939
10.	10 th NDRF Bn	Nagarjuna Nagar, Guntur (A.P.)	0863-2293050 (O)	8333068559	0863-2293050
11.	11 th NDRF Bn	Varanasi (U.P.)	0542-2501101 (O)	8004931410	0542-2501101
12.	12 th NDRF Bn	Itanagar, (Arunachal Pradesh)	0360-2277104 (O)	9485235464	0360-2277106

Zonal Nodal officers and Help line numbers of all Zonal Indian Railways

Zonal Railway	Nodal Officer and Mobile No.	Coordinating Officer	Contact Number of Coordinating Officer
Central Railway, Mumbai	CSO 8828110730	Dy CSO/Elect.	8828110733 022-22697276
East Central Railway, Hajipur	CSO 9771425940	Dy CSO Engg.	9771425943 06224-23316
East Coast Railway, Bhubaneswar	CSO 8455885940	Dy CSO Traffic.	8455885943 0674-54564
Eastern Railway, Kolkata	CSO 9002020990	Dy CSO Traffic.	9002020994 033-22316056
North Central Railway, Allahabad	CSO 9794835902	Dy CSO/Traffic	9794835911 0532-23415
North Eastern Railway, Gorakhpur	CSO 9794840901	ATM/Safety	9794840412 0551-22008359
North Western Railway, Jaipur	CSO 9001195910	Dy CSO Mech.	9001195912 0141-2725934
Northeast Frontier Railway, Guwahati	CSO 9957550730	Dy CSO/Traffic	9957550731 0361-2675359
Northern Railway, New Delhi	CSO 9717630904	Dy CSO/Mech.	9717630420 011-23381597
South Central Railway, Secunderabad	CSO 9701370730	Dy CSO /Mech	9701370734 040-27820519
South East Central Railway, Bilaspur	CSO 9752475550	Dy CSO/Traffic	9752475554 07752-63462
South Eastern Railway, Kolkata	CSO 9002080660	Dy CSO Engg.	9002080664 033-44356
South Western Railway, Hubli	CSO 9731665730	Dy CSO Traffic.	9731668731 0836-26156
Southern Railway, Chennai	CSO 9003060940	Dy CSO Traffic.	9003060944 044-28192281
West Central Railway, Jabalpur	CSO 9752415650	SSO/Electrical	9752415652 0761-256029
Western Railway, Mumbai	CSO 9004490730	Dy CSO/Traffic	9004490731 022-230152
KRCL	-	Dy.CSO/ Traffic	9004470385
Metro/Kolkata	CSO 9007958400	Dy.CSO	9007041903 033-22267569

**Name and Addresses of the Nodal Officers from the Ministry of Railways
to inform crisis situation to MHA Control Room**

S. No.	Name of the officer with designation	Type of the Crisis	Telephone Nos.			Addresses
			Mobile No.	Office MTNL No.	Fax No.	
1.	Shri Deepak Peter Gabriel PED/IR (Railway Board)	All Indian Railway Strike	8595526714	23047172	23383086	Room No.402, Rail Bhawan New Delhi
2.	Anoop Srivastava ADG /RPF (Railway Board)	Terrorism/ Security related crisis	8595954834	23385140	23385140	Room No.435, Rail Bhawan, New Delhi
3.	Shri Vijay Garg EDCE(B&S)-II (Railway Board)	Natural Factors related crisis	9717053007	23382890	23382890	Room No.109-A, Rail Bhawan New Delhi
4.	Shri Devendra Singh PED/Safety (Railway Board)	Major Train Accidents	9910487448	23381344	23386215	Room No.301, Rail Bhawan New Delhi
5.	Shri S.S. Gehlot Additional Member (O&BD)	Cyber crisis	8595526715	23384728 / 47845394 43610/45394 (Rly)	23384728	476-E, Rail Bhawan New Delhi

Contact Number of Disaster Management Control Centre (Room No.341), Rail Bhawan.

- 011-23303399/23382638/23041550/23041555 (MTNL landline)
- Mobile : 9717641291

Cyber Crisis Management Plan of Ministry of Railways

(Circulated vide Board's letter No. 2006/C&IS/PRS/Audit/4/Pt.I dated 17.08.2010 read with corrigendum dated 01.09.2010)

**Government of India
Ministry of Railways
(Railway Board)**

No.2006/C&IS/PRS/Audit/4/Pt.I

Sept. 1, 2010

**The General Managers
All Indian Railways & Production Units**

**The Managing Director
CRIS, Chanakyapuri, New Delhi.**

CAO/FOIS, CAO/IS & CAO/PTS

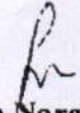
**The Director,
Centralised Training Institutes**

**Sub.: Crisis Management Plan of Indian Railways.
Ref.: Railway Board's letter of even number dated 17.8.2010.**

Kindly refer to above-mentioned letter from Railway Board (copy enclosed for ready reference) wherein while enclosing copy of the Crisis Management Plan (consisting of 8 pages), a compliance report was asked for. In this connection, it is informed that the last page of the Plan enclosed with the letter inadvertently concerned with another subject. The correct set of Crisis Management Plan is now being sent again for information & necessary action and with a request to send the compliance report at the earliest.

The above report has also been uploaded on Indian Railway website www.indianrailways.gov.in under C&IS Directorate.

Encl.: As above.


**(Suyash Narain)
Director ME(C&IS)**

**Copy to : All Executive Directors/Railway Board – for kind information and
necessary action.**

**Government of India
Ministry of Railways
(Railway Board)**

No.2006/C&IS/PRS/Audit/4/Pt.I

August 17, 2010

The General Managers
All Indian Railways & Production Units

The Managing Director
CRIS, Chanakyapuri, New Delhi.

CAO/FOIS, CAO/IS & CAO/PTS

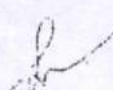
The Director,
Centralised Training Institutes

Sub.: Crisis Management Plan of Indian Railways

In a meeting held on 12.3.2010, the Department of Information Technology had advised all Union Ministries and State Governments to submit their respective Crisis Management Plans. Accordingly, Ministry of Railways have prepared a detailed Crisis Management Plan for Indian Railways, a copy of which is being enclosed for information and necessary action. This plan has the approval of competent authority and has also been advised to Secretary, Deptt. of IT, Government of India. The same is attached for information and necessary action. A compliance report in this respect may also be sent to this office.

The above report has also been uploaded on Indian Railway website www.indianrailways.gov.in under C&IS Directorate.

Encl.: As above.


(Suyash Narain)
Director ME(C&IS)

Copy to : All Executive Directors/Railway Board - for kind information and necessary action.

27/8

4526/2/10

CRISIS MANAGEMENT PLAN

Indian Railways is the largest organized transport service provider in the country both in passenger and Freight sectors. In absence of a competitor in a similar mode of transport at national level, it becomes mandatory that the mode of transport, involving 1.4 million employees, is available on a 24x7 basis for 17 million passengers and 30 million tonnes of freight traffic everyday. To facilitate a smooth service delivery mechanism, and also to internally enhance efficiency, Indian Railways have gone in for computerization right from late sixties beginning with batch mode data processing accounting applications.

Decision to computerize the business activities and processes of railways was taken in the mid eighties, beginning with focus on service delivery mechanism in ticketing system. At the same time it was also decided to keep the systems abreast with state of the art technology and take advantages of development in technology to improve service delivery mechanism.

Keeping in line with the above objective, the applications developed/being developed, especially during last decade have been highly technology and infrastructure dependant. Therefore, the system design have greater focus on their 24x7 continuity & availability since it is now physically impossible to backtrack to manual days under any circumstances. Hence there is criticality for having a robust crisis avoidance/management plan for running these applications.

CRISIS MANAGEMENT PLAN

Crisis Management plan for Indian Railways covers the entire range of applications currently running. Under the general Crisis Management Plan, there is provision for specific plans depending on the nature of applications. As per status of application in 2010, these applications have been categorized in order to enforce specific crisis management plan.

Table 1

Sl No	Type	Name (example)	Stakeholders	Criticality	Primacy
1	Batch-mode stand-alone	Old EDP centers	Railway Accounts	Fixed hours	Derived
2	Batch-mode networked	New EDP centers	Railway Accounts	Fixed hours	Derived
3	OLTP - LAN + WAN	New office applications	Railway - multi departments	Fixed hours	Derived
4	OLTP - WAN	PRS, UTS	Public, Railway	24x7	Core
5	OLTP - Real-time - Centralized computing	FOIS, CMS etc	Public, Railway	24x7	Core
6	OLTP - Real-time - Distributed computing	COA	Railway	24x7	Core
7	MIS etc	Websites	Public, Railway	24x7	Derived

Normally OLTP applications can be further segregated to two types - first referring to sequential reporting at a particular terminal level, second referring to sequential reporting at location level. For analytical purposes this segregation has been incorporated between above two categories of OLTP as opposed to OLTP - Real-time.

The above table indicates the type of applications currently running on the IR. However with passage of time, and as per organization's plan, the first three types will get merged with larger OLTP applications as derived systems and may not have to be run on a 24x7 basis as done for stand alone systems.

Besides these applications, there are more than 40000 PCs which act as independent work units which are linked through the net for exchange of information, notes etc. Some of them are critical to functioning of an individual or to a small group.

Types of Crisis & their Management

Crisis in a broader terminology with reference to Information Technology refers to any kind disruption to an on going system. Therefore Crisis Management refers to proactive measures taken for avoidance of such incidences and a well thought out plan along with remedial measures to recover and restore the system with minimum disruption.

Advanced developments in technology make it possible to overcome any kind of disruption. However, there is a huge price tag attached to such technologies. Therefore it is essential to understand the criticality of systems and place appropriate mechanisms to overcome such situations.

Crisis is of three different kinds: - **Sudden failure or non-availability of a critical component in a system (technical snags), Non-availability of the system (due to calamities, natural or man-made) and Cyber intrusion/attacks.**

Each of these crises affects different types of applications in different ways. Crisis management plan accordingly requires steps to be taken to avoid such interruptions. However, it is the measure of performance indicator (normally uptime) which ultimately decides whether the crisis management plan is the desired one or not.

Any kind of batch mode applications normally requires a low level of uptime or a high uptime for specified period during a day. However, this defined uptime can be achieved by adopting manual intervention processes, which avoids a heavy investment on physical resources. For example, there can be proxy reporting to ensure collection of data for inputs. In the long run, these applications do not hold any significance once the entire organization is automated on an end to end basis. These batch-mode applications get transformed and get merged with the MIS.

Therefore, in the long run, the applications will be of three types for which Crisis Management Plan has to be defined:

- Process based primary data inputs with desired service outputs
- Derived systems on the basis of primary data applications
- Ancillary Data warehousing systems for planning & performance review

Action under Crisis Management Plan for type of application

Since each type of application has varying level of required uptime, Crisis Management Plan has to define the availability of main components accordingly. This plan is valid for the first two types of likely crisis, whereas for the third type pertaining to the Cyber attacks/intrusions, the plan has to be completely different.

Given below a table, which outlines the kind of outages that can be tolerated for universally defined uptime for specific types of applications

Table 2

Sl No	Type	System	Network	Infrastructure	Terminal
1	Batch-mode stand-alone	Tolerate Outages	Not Applicable	Not Applicable with local UPS	Not Applicable
2	Batch-mode networked	Tolerate Outages	Tolerate Outages	Not Applicable with local UPS	Not Applicable with proxy reporting or common terminal access
3	OLTP – LAN + WAN	Outages below 10%	Outages below 5%	Not Applicable with local UPS	Not Applicable with proxy reporting or common terminal access
4	OLTP – WAN	No Outage with DR provision	No Outage with route diversity	Continuous power supply	Certain %age of spare terminal available at site
5	OLTP – Real-time – Centralized computing	No Outage with DR provision	No Outage with route & media diversity	Continuous power supply	100% redundancy along with proxy reporting
6	OLTP – Real-time – Distributed computing	No Outage with DR provision	No Outage at computing power	Continuous power supply	100% redundancy
7	MIS etc	Outages below 5%	Outage below 1%	Continuous power supply	Not Applicable with common terminal access

To maintain the defined uptime and avoid outages, different types of measures are taken by different organizations. They vary from having redundancy at component level within a box, on line redundancy of components, off line redundancy of components, proxy reporting depending on the tolerance level of the applications. However, there is a common accepted principle for arriving at such decisions. They are mapped in the following table matching with kind of anticipated outages given in the previous table

Table 3

Sl No	Type	System	Network	Infrastructure	Terminal
1	Batch-mode stand-alone	Comprehensive AMC for maintenance	Not Applicable	Comprehensive AMC for UPS maintenance	Not Applicable
2	Batch-mode networked	Comprehensive AMC with provision for preventive maintenance	Comprehensive AMC for maintenance	Comprehensive AMC for UPS maintenance	Provision for proxy reporting or common terminal access
3	OLTP - LAN + WAN	Comprehensive AMC for on-site working hour support with provision for preventive maintenance	MPLS based connectivity with spare data-com equipment for replacement at WAN level	Comprehensive AMC with provision for preventive maintenance	Provision for proxy reporting or common terminal access
4	OLTP - WAN	Component-wise redundancy in the servers, 24x7 call support AMC with spares available with the AMC entity. DR site is mandatory but synchronous replication depends on the criticality of the transaction data.	Route/Media diversity at WAN level with Diversity for local lead at the tier 0/1 levels of the network. Spare data-com equipment at all sites of tier 0/1 levels. Monitoring through NMS	Continuous power supply through alternate sources with automated switchover mode	Certain %age of spare terminal available at all reporting site along with AMC attended during working hours
5	OLTP - Real-time - Centralized computing	Component-wise redundancy in the servers, 24x7 on-site supports AMC with spares available with the AMC entity as well as at server site. DR site is mandatory but synchronous replication depends on the criticality of the transaction data.	Route/Media diversity at WAN level with Diversity for local lead at the tier 0/1 levels of the network. Spare data-com equipment at all sites of tier 0/1 levels. Monitoring through NMS	Continuous power supply through alternate sources with automated switchover mode	100% on-line redundancy at each site.
6	OLTP - Real-time - Distributed computing	Component-wise redundancy in the servers, 24x7 on-site support AMC with spares available with the AMC entity as well as at server site. DR site is mandatory but synchronous replication depends on the criticality of the transaction data.	Route/Media diversity at WAN level with Diversity for local lead at the tier all levels upto distributed computing level of the network. Spare data-com equipment at all sites of all levels of computing levels. Monitoring through	Continuous power supply through alternate sources with automated switchover mode	100% on-line redundancy at each site.

			NMS		
7	MIS etc	Component-wise redundancy in the servers, 24x7 call support AMC with spares available with the AMC entity. DR site is desirable with asynchronous replication.	MPLS based connectivity with spare data-com equipment for replacement at WAN level	Comprehensive AMC with provision for preventive maintenance	Certain %age of spare terminal available at all reporting site along with AMC attended during working hours

The above table refers to measures to be taken to tackle crisis referring to critical component level failures and system collapse due to all possible reasons. However, the third type of crisis, which is very common now-a-days, i.e. cyber attacks/intrusions call for a different kind of action plan for each of the above defined categories of application/systems.

Table 4

Sl No	Type	System	Network	Infrastructure	Terminal
1	Batch-mode stand-alone	Local terminal level firewall protection	Not Applicable	Not applicable	Not Applicable
2	Batch-mode networked	Local terminal level firewall protection	Not Applicable	Not applicable	Not Applicable
3	OLTP – LAN + WAN	Firewall protection with firewall between WAN & LAN	MPLS based connectivity with Firewall before core router at the end of WAN links	Not applicable	Local terminal level firewall protection
4	OLTP – WAN	Firewall protection with IDS & IPS between WAN & Server and Firewall between LAN & server	Network with dedicated channels having managed data-com equipment for remote access through NMS	Not applicable	Local terminals with dedicated LAN connection. Prevention of use of external disks
5	OLTP – Real-time – Centralized computing	Firewall protection with IDS & IPS between WAN & Server and Firewall between LAN & server	Network with dedicated channels having managed data-com equipment with necessary security compliant and also for remote access through NMS	Not applicable	Local terminals with dedicated LAN connection. Prevention of use of external disks
6	OLTP – Real-time – Distributed computing	Firewall protection with IDS & IPS between WAN & Server and Firewall between LAN & each computing server	Network with dedicated channels having managed data-com equipment with necessary security compliant and also	Not applicable	Local terminals with dedicated LAN connection. Prevention of use of external disks

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			for remote access through NMS		
7	MIS etc	Firewall protection with IDS & IPS between WAN & Server and Firewall between LAN & server	MPLS based connectivity with Firewall before core router at the end of WAN links	Not applicable	Local terminals with dedicated LAN connection. Prevention of use of external disks

Preventive Periodic checks at the system level to avoid crisis

Issues discussed above are design related issues which are supposed to avoid any kind of crisis situation. However, failures still may occur either due to a combination of reasons or due to un-anticipated erratic behavior of a component. Therefore there has to be a pre-defined drill to ensure perfect health of the system.

Today, all the high end products are bundled with on line & automated background monitoring of health of these products. But in most cases, the redundant components, equipment placed online (for OLTP WAN & OLTP Real time systems) for automatic switch over to avoid momentary failure do escape such monitoring systems. Therefore, mandatory pro-active checks are defined for these systems. Under this plan the following failure preventive checks are to be carried out:

Processing power (servers)

Normally servers are placed in clusters to run the applications on a High Availability mode. Within each server there is redundant power supply points, network controller. Normally these redundant components are active in an online system and failure of any single component is visible through the console. However at server level, unless they are in a load balancing mode, the performance of the stand by server is tested once a week by shifting the application from the normal active server.

Communication Link availability

For the OLTP application the WAN links at both tiers 0 & 1 levels are designed with both route/media service providers diversity with last mile diversity for each link (at least at the tier 0 level). Though all the links are in active mode, toggling (high bit error rate compared to minimum threshold) is normally not noticed except for momentary alerts on the NMS. Therefore, once a day all the links are tested individually by disabling the alternate link.

Contingency Plan for worst case Scenario

Not withstanding a robust design & 24x7 monitoring, there may be a rare occasion when none of the alternate IT systems are available. With a massive public interface and the manual systems being dispensed with, this kind of a collapse presents a

nightmarish situation which can be termed as a worst disaster case. Therefore it is essential that there is a Crisis Management Plan for this kind of eventuality.

From stakeholders point, all the IT applications fall under two broad categories: one dealing with external customers (PRS, UTS, FOIS etc), second dealing with internal customers (CMS, COA, LMS etc)

Table 5

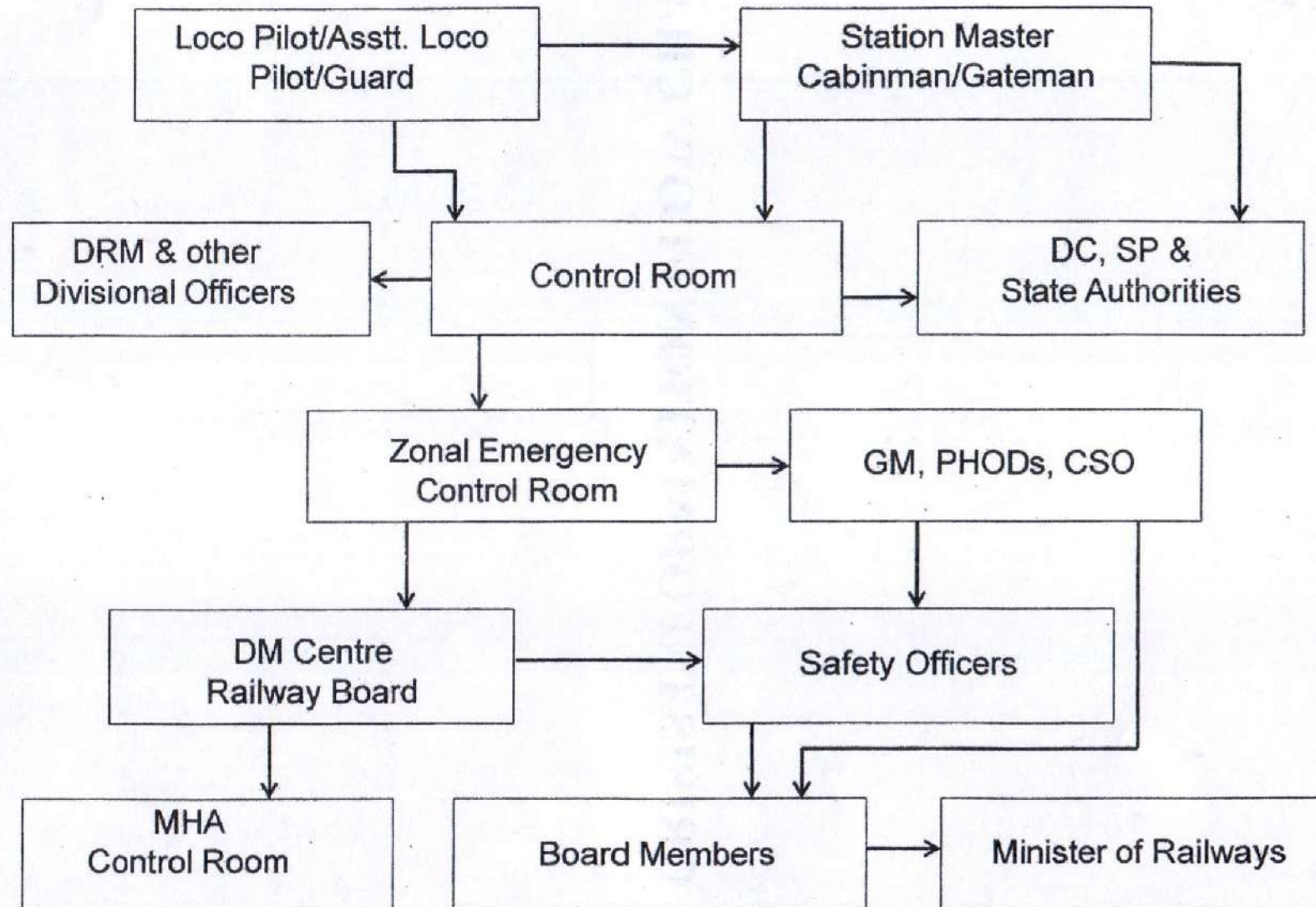
Application	Additional level protection	First Level Alert	Field level Action	Manual Action
PRS	For Charting – Periodic updation at one more node out of 5 centers besides skeleton chart once in six hours during last 24 hours	PRS centers alerts all CCMs & Sr DCMs through automated system	Roadside centers take chart position from the Main centers for emergency use	Nil
	Ticketing – System resident Fare table available in hard copy with stations	PRS centers alerts all CCMs & Sr DCMs through automated system	Use of Card tickets at major stations & BPTs at the counter as per quota	Data entry into terminals for subsequent updation into system
UTS	Nil – Client terminals can work as stand alone system for 72 hours	NIL	NIL	NIL
FOIS	Replicated. Transaction data to be taken out of DW system and downloaded to client terminal through zonal EMS for print out	Zonal EMS centers alert COMs, CCMs, Sr DOMs & Sr DCMs	Use of paper RRs	Data entry into terminals for subsequent updation into system
COA	Replication of last 24 hours transaction data at CAS	CAS alerts COMs & Sr DOMs	Manual controlling with print out of data from CAS	Data from automated arrival/departure system updates the COA servers
CMS	Client terminal to have provision for storing last 24 hours booking data only for emergency print out	Zonal EMS centers alert COMs, Sr DOMs & the control office alerts all filed level lobbies	Client terminal should be able to continue work with provision for storage for 24 hours	Client terminals update the system
All other applications	To follow one of the above models depending on nature of design for processing & transaction data storage	To follow one of the above models depending on nature of design for processing & transaction data storage	To follow one of the above models depending on nature of design for processing & transaction data storage	To follow one of the above models depending on nature of design for processing & transaction data storage
MIS	All transaction data transferred to DW system at least once in a day, besides the specific defined periodicity			

Abbreviations

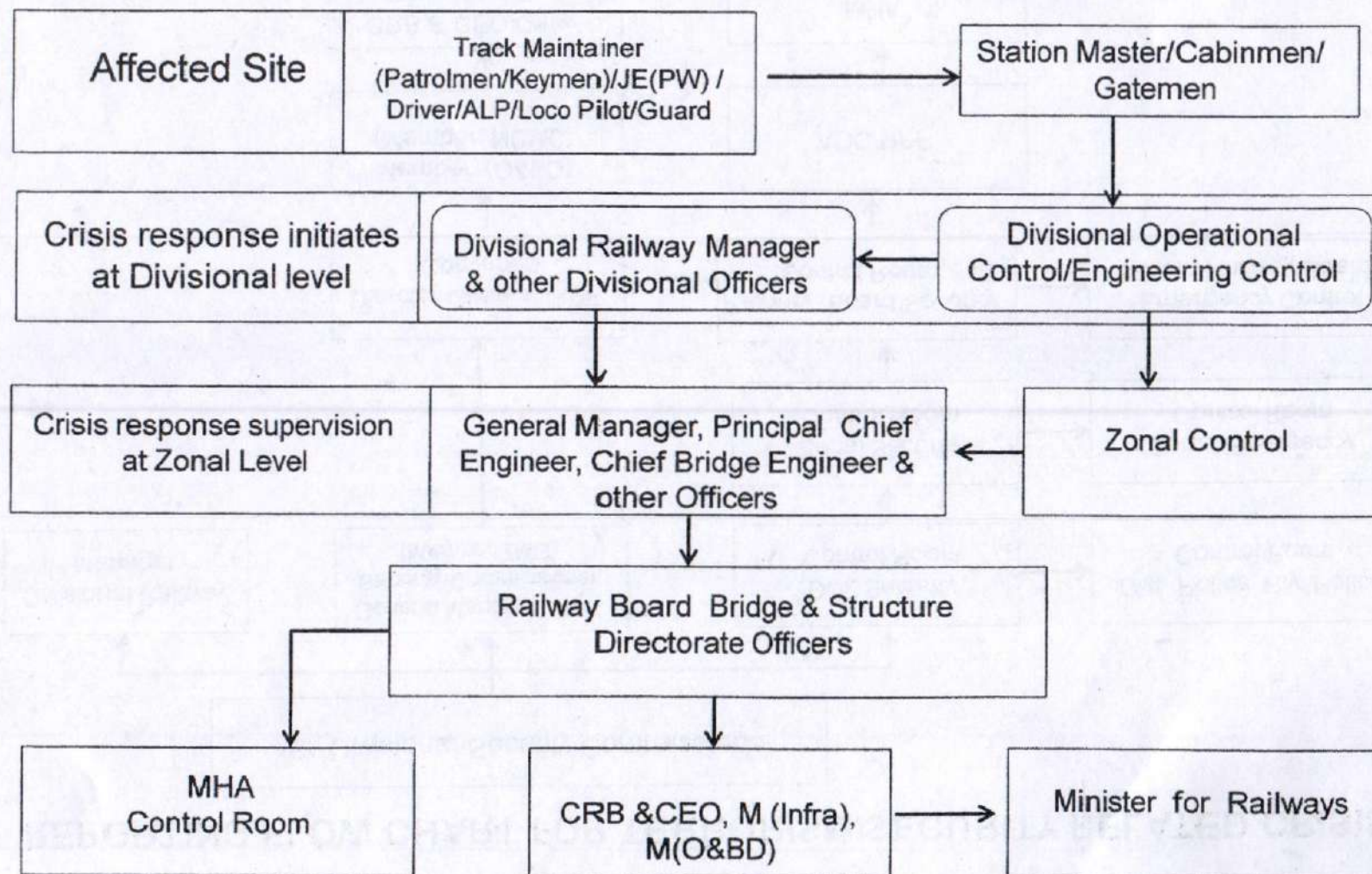
OLTP – On Line Transaction Processing
WAN – Wide Area Network
LAN – Local Area Network
DR – Disaster Recovery
MIS – Management Information System
PRS – Passenger Reservation System
UTS – Unreserved Ticketing System
FOIS – Freight Operations Information System
NMS – Network Management System
EDP – Electronic Data Processing
AMC – Annual Maintenance Contract
UPS – Uninterrupted Power Supply
CMS – Crew Management System
COA – Control Office Application
LMS – Loco Management System
DW – Data Warehousing
EMS – Enterprise Management System
CAS – Central Application System
BPT – Blank Paper Ticket
RR – Railway Receipt
COM – Chief Operations Manager
CCM – Chief Commercial Manager
Sr DOM – Senior Divisional Operations Manager
Sr DCM – Senior Divisional Commercial Manager

CRISIS INFORMATION FLOW CHARTS

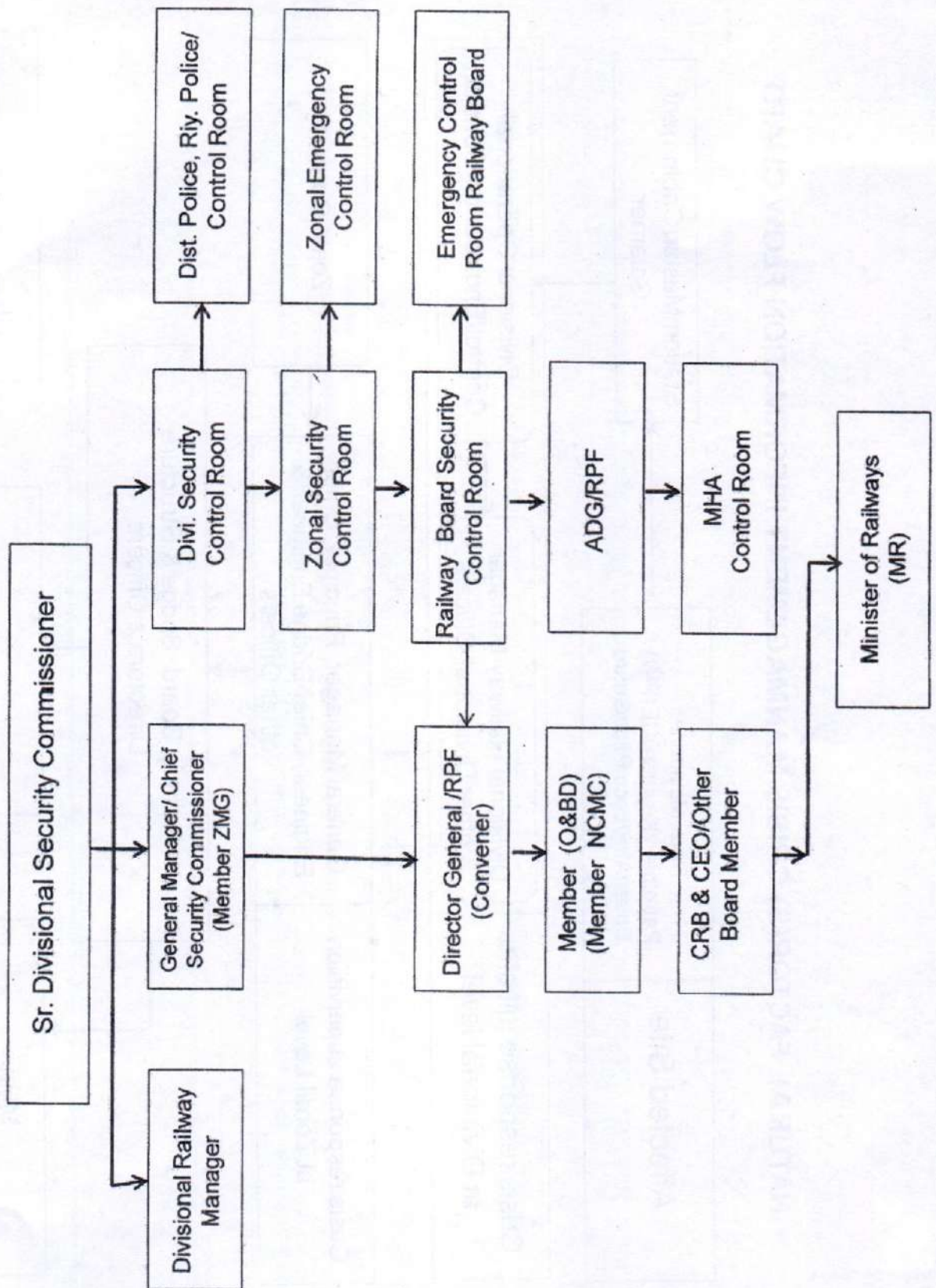
RAILWAY ACCIDENT



NATURAL FACTOR(S) CRISIS MANAGEMENT INFORMATION FLOW CHART



REPORTING FLOW CHART FOR TERRORISM/SECURITY RELATED CRISIS



REPORTING FLOW CHART FOR ALL INDIA RAILWAY STRIKE

