



JAIPUR METRO

JAIPUR METRO RAIL CORPORATION LIMITED

DISASTER MANAGEMENT MANUAL

PROVISIONAL

(FOR OFFICE USE ONLY)



PREFACE

Jaipur Metro Rail Corporation (JMRC) has accorded highest priority to the safety and security of its esteemed customers. It is the sacrosanct duty of all Jaipur Metro employees to take all possible actions to ensure that in the event of any incident or disaster, all persons affected are dealt with in the most expeditious manner.

Rule 5 (2) of Metro Railways General Rules, 2013 stipulates that no metro railway employee shall be assigned any duty unless he/she has technical ability and skills and knowledge of Rules and manuals relevant to his/her duties.

This handbook is meant to familiarize the operations, maintenance & train control staff on **DISASTER MANAGEMENT MANUAL**, step by step guidance how to deal with serious incidents, accidents and disasters. It is our endeavor at laying down the best practices and response mechanism expected in such crisis situations.

Although the system is designed to ensure highest safety standards, on those rare occasions, when an unsafe incidence does occur, either due to human failure, outside intervention or natural calamity, it is necessary that such incident is handled in an effective and organized manner with promptitude, courage and extreme compassion to minimize suffering and hardship to the persons involved.

JMRC express its gratitude to General Manager (Operations) & his team of Delhi Metro Rail Corporation Limited (DMRC) in preparing the draft Disaster Management Manual of Jaipur Metro.

Efficient upkeep of the Disaster Management Manual is responsibility of Executive Director (Operations), Jaipur Metro.

The Disaster Management Manual should be read in conjunction with Metro Railways General Rules, 2013, relevant manuals/rules, special instructions in vogue and other rules & procedures in force on JMRC.

Nothing contained in this manual shall supersede Metro Railways General Rules, 2013; Rules for Opening of Metro Railways for Public Carriage of Passengers Rules, 2013 and Technical clearance for Rolling Stock (Mechanical & Electrical), Track Structure, Fastening System, Traction & Power Supply System, Signalling, Telecommunication, Signal & Train Control System, Schedule Of Dimensions & Design Basic Report approved by Railway Board

Jaipur Metro Railway Administration has nominated Director (Operations and Systems), JMRC, by virtue of his office as authorized Officer in terms of Rule 2 (1) (vi) of Metro Railways General Rules, 2013.

This Disaster Management Manual contains 29 pages.

(M.K. Singhal)
Director
(Operations & Systems)

January, 2020

Jaipur Metro Rail Corporation Ltd.

CHAPTER NO. – 1

DISASTER MANAGEMENT MANUAL

1.1 Purpose of Disaster Management Manual:

The purpose of this document is to provide step by step guidance on how to deal with incidents should they happen.

Particular note should be taken of the need to provide suitable training to keep staff aware of what need to be done in the events of a serious incident.

It is hoped that this procedure will not be required to be used, however in event that it is required all staff must know what to do.

1.2 Objectives of Disaster Management Manual:

In order of priority these are:

- i. Save life and alleviate suffering
- ii. Provide help to stranded passengers and arrange their prompt evacuation.
- iii. Instill a sense of security amongst all concerned by providing accurate information.
- iv. Protect Metro Rail Property.
- v. Ascertain the cause of accident.
- vi. Expedite restoration of train operation.

There is a difference between a disaster and an accident. All disasters need not be the outcome of train accidents, neither are all accidents classified as disasters.

Accidents are occurrences where safety has been affected. Disasters are those situations which cause acute distress to passengers, employees and outsiders and may even be caused by external factors.

1.3 List of serious incidents requiring use of provisions of the Disaster Management Manual:

- i. Fire, smoke emission, explosion in metro premises including metro trains.
- ii. Derailment of passenger carrying train.
- iii. Collision of a train/ trains.
- iv. Security threats/ terrorist attacks, widespread violence, bomb explosion and other insurgent activities.
- v. Release of Chemical or biological gas in trains, station or tunnels.
- vi. Natural calamities like cyclone, floods and earth quakes.

1.4 Definitions

In this context of Jaipur Metro Rail unusual events are classified as under:

- i. Incidents – which cause or has potential to cause delay or disruption to train service.
- ii. Accidents – which have the potential or do actually cause loss of life and or injury and damage to property.
- iii. Emergency/ Serious Accidents/Disasters – these may or may not necessarily be the outcome of train accidents but have the potential to cause loss of life and or injury to human beings causing further death/injury and wide spread and prolonged distress to all those involved unless tackled in an effective manner.
- iv. Disaster Management Team (DMT) in JMRC is headed by Executive Director (Operations) or in his absence General Manager (Operations) and members of Disaster Management Team (DMT) are as under:
 - a. Concerned ED/GM from Traction and E&M,
 - b. Concerned ED/GM from Rolling Stock,
 - c. Concerned ED/GM from Signal & Telecom.
 - d. Concerned GM/ JGM from Track and Works
 - e. OSD (S&V)/ nominated Security Manager and
 - f. Manager (E&M)/ nominated Fire Officer.

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CHAPTER NO. – 2

COMMAND, CONTROL AND COORDINATION OF EMERGENCY RESCUE SITUATIONS ON THE MAIN LINE

2.1 Purpose:

The purpose of this Standard Operating Procedure is to delineate responsibilities and procedures for the control and coordination of all responses to emergency situations on the mainline.

2.2 Scope:

This SOP is applicable to all JMRC personnel working on the main line.

2.3 Responsibility:

- The Operation Control Manager/ Manager (Operations), OCC is responsible for the overall control and coordination of emergency situations on the mainline.
- The OCS (Officer in Charge Site) is responsible for overall control and coordination of all activities at the incident site.
- Traction, Track and Structure, Signal & Telecommunication personnel are responsible for providing technical assistance to OCC & OCS.
- Rolling Stock Department is responsible for providing technical assistance to OCC/OCS, as required and managing site restoration work.
- Station Operations personnel are responsible for making appropriate station announcements and providing information to patrons.
- Train Operators are responsible for:
 - Providing their passengers with up-to-date and timely information regarding the situations status and / or progress and
 - Operating their trains in compliance with applicable rules, procedures and OCC instructions.
- Metro Police personnel and Watch & Ward/ Security personnel are responsible for securing the incident site and for performing / directing investigation activities in compliance with existing procedures.
- The Metro Police official at the scene is responsible for controlling and coordinating all police activities at all times. In doing so, this official has final authority to determine when these activities are complete and shall coordinate these activities with the OCS and the senior Fire services official.
- Security/ Watch & Ward personnel will assist Metro Police, fire services personnel, medical services or station staff.

2.4 General

The following is the list of personnel authorized to act as Officer in Charge Site (OCS). This list also indicates the probable change of command at the scene.

- a. Train Operator
- b. Station Superintendent/ Station Controller
- c. Sr. most Manager/officer available at site
- d. Other members of DMT.

When none of the above mentioned personnel are present at the scene, OCC shall appoint an OCS as directed by ED (OP)/GM (OP) from the personnel available.

Train Operators and Station Superintendent/Controller must assume and carry out the responsibilities of the OCS until relieved.

The first Train Operator, on the scene, shall act as the OCS until he/she is relieved by the first Train Operations supervisor to arrive.

The Manager (Operations) shall continue acting as the OCS until he/she is relieved by an authorized senior official or released by OCC after another OCS has been designated. However, it is the responsibility of OCC to select the senior cum most qualified person, for the type of incident, to act as the OCS.

The mere presence or arrival of an authorized senior official at the scene shall not indicate his / her assumption of command as OCS. Such senior official shall remain in an evaluating capacity unless he/she specifically assumes command.

The method of managing an emergency situation will be in compliance with the applicable Metro Railways General Rules, 2013 and Procedures or as directed by OCC during incidents not covered by Rules or Procedures.

The OCS has the authority and the responsibility to command the presence of any personnel and equipment required at the scene and to command the removal of any unnecessary personnel or equipment from the scene. This does not apply to police or fire department personnel.

It is important to restrict outsiders interference in such situations where national security is at stake. Therefore entry into incident area shall be restricted for all outsiders who are not involved in rescue, relief or restoration work.

When it is necessary to notify the Fire Service, and /or to seek medical assistance the following information shall be provided:

- a. Identification of caller.
- b. Nature of problem (give in plain English/Hindi e.g. fire, flood, smoke, injuries);
- c. Type of assistance requested; be specific
- d. Specific location of the problem and the best access points.

2.5 Procedure:

The Operation Control Manager/ Manager (Operation) of OCC, shall:

- a. Appoint the initial OCS.
- b. Coordinate all field activities and requests through the OCS.
- c. Notify members of Disaster Management Team and all JMRC departments and personnel, as required.
- d. Coordinate and direct the safe movement of all trains, to include those trains which may be involved in the incident;
- e. Request Metro Police assistance in critical situation for crowd control;
- f. Keep Train Operators and Stations Superintendent/SC informed of system status and instruct them to make appropriate announcements to their passengers;
- g. Ensure that system-wide public address announcements are made frequently to provide patrons with up-to-date information concerning Rail System status;
- h. Coordinate and assist OCS with restoration activities;
- i. Provide and obtain, from OCS frequent updates on events as they occur.
- j. Inform Commissioner Metro Rail Safety and Police Commissioner in the event of derailment, Collision of a passenger carrying train or any other accident relating to train operation resulting in death and / or grievous injury.

2.6 The OCS shall:

- a. Ensure that the safety of passengers and personnel at the incident site is maintained; ascertaining that all injured and stranded passengers have been safely evacuated.
- b. Ensure that all personnel involved, at the site, work efficiently to restore Metro Rail service as quickly and safely as possible;
- c. Control and coordinate all field activities with personnel at the site.
- d. Coordinate all police related activities and requirements with the senior Police/Metro Police official at the site.
- e. Coordinate activities with the senior fire department official at the site and when available, provide the fire department command post with a knowledgeable employee, equipped with a radio, to act as a communications link to central control & to the OCS.
- f. Direct all inquiries and / or requests made by jurisdictional police officials to the senior Metro official at the scene;
- g. Appoint individual(s) to provide public address announcements, at five(5) minute intervals, to patrons aboard the incident train and / or inside the incident station;
- h. Direct all inquiries and / or request made by the news media to the Public Relation official.
- i. Maintain a chronological log of all events and activities as they occur, at the scene, and keep OCC informed of progress;
- j. Establish a command post, at the incident scene.

2.7 Station Operations personnel shall:

- a. Make appropriate station announcements;
- b. Assist Police/Metro Police / Watch & Ward or Security with Crowd Control; and
- c. Make every effort to identify and retain knowledgeable witnesses or to obtain their testimony along with their address.

2.8 Train Operators shall:

- a. Operate their trains in compliance with applicable rules and procedures; and
- b. Keep their passengers informed by making frequent announcements regarding system and delay status.
- c. All JMRC personnel at the incident site shall honour the requests of and obey the directions of the OCS.

2.9 Emergency Control:

The Emergency Control Centre shall be established at a suitable location and equipped with communication facilities similar to OCC including wireless communication.

A set of current rule books, station lay out plans and other items mentioned in annexure I, II & III shall be kept in the Emergency Control Centre duly updated. The Emergency Control Centre shall be manned by staff mobilized from OCC in the event of disruption in its working.

2.10 Communication by OCC staff:

OCC/ Chief controller shall inform-

a) Following Emergency Services:

- i. Police
- ii. Fire services
- iii. Ambulance services
- iv. Disaster helpline

b) Following controllers in OCC-

- i. Security In-charge
- ii. Traction Power Controller (TPC)
- iii. Fault Management Controller (FMC)
- iv. Rolling Stock Controller (RSC)
- v. Auxiliary System Controller (ASC), if available

c) **Also inform-** Managing Director, all functional Directors, Executive Director (OP)/ General Manager (OP), members of JMRC Disaster Management Team (DMT), Manager (OP) of concerned line, and concerned Station Superintendent (SS).

d) **All controllers** in OCC shall inform their respective officers, maintenance/ emergency team and others as applicable.

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CHAPTER NO. – 3

ORGANIZATION FOR DISASTER MANAGEMENT

3.1 DISASTER MANAGEMENT TEAM:

Disaster Management Team (DMT) in JMRC is headed by **Executive Director (Operations) or in his absence General Manager (Operations)** and members of Disaster Management Team (DMT) are as under:

- a. **Concerned ED/GM from Traction and E&M,**
- b. **Concerned ED/GM from Rolling Stock,**
- c. **Concerned ED/GM from Signal & Telecom.**
- d. **Concerned GM/ JGM from Track and Works**
- e. **OSD (S&V)/ nominated Security Manager and**
- f. **Manager (E&M)/ nominated Fire Officer**

It shall be the duty of the Chief Controller OCC / Traffic Controller to advise the ED (OP) and the members of DMT to take over the task of planning and execution of Disaster Management at site.

The team members (or their relief) will report to the incident site at the earliest, review the work already initiated by Officer in Charge Site (OCS) and finalize and pursue the Disaster Management Manual in the most effective manner.

3.2 To assist the disaster management team, the following departments will depute officers/supervisors to coordinate relief work in their respective jurisdictions:

- i. **Public Relations/Media**
- ii. **Security/ Watch & Ward**
- iii. **Police/Metro Police**
- iv. **Fire Services**
- v. **Operations**

- i. PR representative will disseminate discreet and accurate information to all concerned and brief the media after getting PRO / JMRC approval.
- ii. Security Representatives will ensure security of station / train, prompt evacuation of passengers, assisting Police/Metro Police and Fire Department officials as required.
- iii. Operation's representative will be responsible for movement of ambulance, medical vans, doctors and paramedical staff, fire services personnel etc. to the site.
- iv. Rendering of first aid and evacuation of injured to hospitals, dispersal of stranded passengers.
- v. Extrication of dead bodies and their custody till handing over to the civil authorities.
- vi. Opening and manning of information Centers.
- vii. Payment of Ex-gratia, to injured, next of kin of the dead.
- viii. Co-ordination with City Bus Service / local administration for running shuttle services.

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CHAPTER NO. – 4

ACCIDENTS

4.1 Fire

Fire has been recognized as one of the most dreaded accidents on metros primarily because of large concentration of passengers at stations and in trains. Fire prevention and prompt response to any incident of fire or smoke emission is therefore the most important component of disaster management on Metros.

Universally accepted measures for fire prevention include:

- Rigid observance of non smoking regulations
- Total ban on carriage of inflammable/ explosive substance within metro premises and in trains
- Non accumulation of garbage in the metro station premises and inside trains
- All staffs posted at stations must ensure instructions are rigidly enforced by regular checks.

4.1.1 Fire and Smoke

In the event of fire and / or smoke either in train , station premises, right of way including the tunnel or other metro premises, every Metro Rail official whether on duty or not shall,

- i. Report the occurrence to the nearest SC or OCC
- ii. Take all possible steps to extinguish fire
- iii. Disconnect electric supply, if required
- iv. Prevent the fire from spreading
- v. Seek assistance of Fire services.

4.1.2 Fire in Electrical equipment:

In case of fire in electrical equipment, attempt shall be made to extinguish fire taking suitable precautions and report the matter to the nearest Station Controller/OCC. No water should be used to extinguish electrical fire. If required power supply shall be cut off immediately by sending information to Traction Power Controller.

4.1.3 Fire in a Train

The guidelines set out below are based on the content analysis of past accidents on other Metros and are in the nature of best practices.

Since every fire incident is unique, the train operator is to exercise quick judgment based on

- The nature of fire whether localized or widespread in passenger area.
- The extent of occupation of the train-number of passengers-if the number is manageable he will ask passengers of the affected coach to move away to other coaches.
- Proximity of the next station – passenger evacuation and handling of emergency is much easier at station than in between stations. TO has to exercise his judgment about those extreme cases where the train has to be stopped forthwith to save life by prompt evacuation or taken to the next station expeditiously.

4.1.3.1 Duties of Train Operator

- When fire or continued tripping in any equipment occurs in a train between station or the Train Operator is informed by passengers about fire or smoke emission on any part of the train, he shall immediately inform OCC and
- The Train Operator will assess the nature and extent of fire to decide whether the train can be safely taken to the next station. In which case he will again inform OCC and proceed to the next station addressing the passengers on board not to panic but be in readiness to vacate the train at the next station in an orderly manner giving precedence to aged, Infirm handicapped, women and children.
- He will also request Metro Staff travelling on the train to assist in relief work.
- In case it appears unsafe to proceed to next station, or the train itself has become disabled, the Train Operator will advise OCC of the circumstances, Fire extinguishers provided in the train shall be used to extinguish the fire.
- In case the fire has been extinguished, he may cautiously proceed to the next station under instruction of OCC Traffic Controller.
- At the next station the passengers shall be detrained and the train withdrawn from revenue operation after the fire is finally put off.
- If fire cannot be controlled, he will make preparations to evacuate passengers keeping OCC informed.
- OCC to stop movement of trains on the adjacent line to facilitate safe passenger evacuation.

4.1.4 Fire in Train at the Station Platform

The Train Operator shall open all train doors on the platform side and ask passengers to vacate the train. He will inform OCC and Station Controller and take assistance from station staff as required.

4.1.4.1 Duties of Traffic Controller

- In case of fire on train, the Traffic Controller will inform the Fire officer, the Medical team, Police / Metro Police / Security staff and staff from adjoining stations for rushing to station where the train has stopped, or to the stations on either side if the train has stopped in mid-section, for necessary assistance in passenger evacuation.
- If the train has stopped between stations his first duty will be to stop all movement on the adjacent line to facilitate safe passenger evacuation.
- He will make announcement on train radio to the Train Operators of trains moving on the adjacent track to stop their trains and obtain confirmation from all Train Operators that they have stopped their trains.
- OCC/TC will ensure that stations on either side of the scene of incident have been vacated of all waiting passengers to enable stations staff-
 - i. To assist passengers being evacuated from the incident site.
 - ii. To facilitate movement of Fire services, medical services and other rescue and relief teams.
- He will ask Chief Controller to inform the Disaster Management team to take charge of the incident and notify to all JMRC Departments and Personnel as required.
- The Chief Controller/Traffic Controller will expedite movement of medical and fire services to the site and regulate train services. Informing station and waiting passengers of the likely delays.

4.1.4.2 Duties of Station Controller:

- i. Station Controller will inform the Traffic Controller immediately about the fire so that train services can be suitably regulated if the fire is likely to affect the running of trains including adjacent line.
- ii. Suspend selling of tickets and announce through Public Address System to passengers not to get on to the platform.
- iii. If need be, inform OCC and evacuate station
- iv. Guide the passengers to go out of the station area till such time the fire is extinguished and normalcy is restored.
- v. Fight the fire with the help of station staff using the available fire fighting equipments

4.1.5 Special Instructions for underground sections

Entire underground Metro network is equipped with Tunnel Ventilation system, capable of Centralized operation from OCC as also local operation from Station Control Rooms.

In the event of a 'fire incident' the system is designed to:

- Provide smoke free evacuation route
- Make available adequate fresh air
- Remove smoke and heat
- Cut off supply to the fire affected area during emergency.

There is a Fire Detection and Suppression system equipped to automatically activate alarms:

- Vents
- Fans
- Dampers & Suppression equipments.

The system is operated from a panel located in the Station Control Room.

4.1.6 Fire Suppression System

A wet Fire Main System covers the station area as well as the entire length of the tunnels. In addition there are automatic sprinklers, inert gas based suppression systems and portable fire extinguishers at various locations.

Immediately on receipt of information about a train with fire incident held up between stations – Auxiliary System Controller will

- Identify the location of fire (front/rear of the train)
- Identify affected ventilation zone/s
- Other trains held up needing increased ventilation
- Help OCC to decide the correct direction of passenger evacuation.
- Identify the appropriate TVS Master mode and operate TVS system.
- Inform TO through TC the direction of evacuation.

Before starting evacuation, ASC/ TPC shall check for the adequacy of Tunnel Lighting and correct Operation of TVS & ECS and Tunnel lights can be switched on from Station control room by BMS controller/ nominated E&M staff.

NOTE:

Smoke, being light in weight, has tendency to move to higher gradient. The passengers shall be guided to keep a handkerchief or other cloth, preferably wet, to cover their nose and advance by crawling/walking on knees towards the nearest cross passage or the station on either side.

4.1.7 Fire at Metro Station Premises

The fire can be at the following locations:

- i. In areas, where the passengers enter for purchasing tickets or leave the station after performing their train journey including lifts, staircases and escalators.
- ii. Concourse
- iii. Auxiliary electrical substations.

In case of fire in areas where passengers enter/leave the station premises, the endeavor of station staff should be to cordon off the area so that it is not approachable for intending Metro users or by Metro passengers leaving the station area.

4.1.7.1 Duties of the Station Controller / Station Superintendent

- i. Inform the OCC Traffic Controller about the fire and also appraise the requirement of medical /Fire services/police assistance, if necessary.
- ii. Inform fire personnel for fighting the fire and Ambulatory Services/hospitals for ambulance, if necessary.
- iii. Sound the hooter – which is an indication to passengers that they should vacate the station quickly. Announce through PA system to passengers to vacate the platform and use the earmarked route for exiting from the station premises.
- iv. Inform security / police personnel for maintaining Law and Order, crowd control and safe passenger evacuation.
- v. Isolate the affected area near the fire location, to prevent access to the area by persons not connected with the salvage operations.
- vi. Earmark a route for safe evacuation of passengers which preferably does not conflict with entry of fire services personnel.
- vii. Stop booking of passengers as a measure of crowd control as also to make available staff for assisting in passenger evacuation.
- viii. Use fire extinguisher and fire suppression and control devices available at the station with the help of other staff and try to extinguish the fire.
- ix. Advise electrical staff/Traction Power Controller to cut off power supply to the affected area in a manner that it does not affect PA system and signaling and train control system.

4.1.7.2 Duties of Traffic Controller

- i. After receipt of report of fire from station, traffic controller should inform the fire services personnel and the medical team for fire fighting and medical assistance.
- ii. Inform Police/Metro Police /Security Controller for arranging assistance for crowd management.
- iii. Inform DMT about the incident.
- iv. Inform the Traction Power Controller to take necessary precautions about electrical equipment available at the station.
- v. Regulate the train services.
- vi. Inform all stations on the route affected by train dislocation keeping them apprised of likely delays.

4.1.7.3 Duties of Traction Power Controller

- i. TPC will advise electrical staff at the station to switch off power in the portion of the station, in question, where fire has taken place, without affecting public address system and signaling and train control system.
- ii. Advise the staff concerned to fight the fire with the available firefighting equipment with them.

4.1.8 Fire in platform areas.

If the fire is at a station in an area blocking all exits from the platform, the train operators of trains approaching the station should be advised to inform passengers that they should not detrain at the affected station. The doors of the coaches would however be opened to take the waiting passengers from the platform.

The endeavor of the station staff should be to prevent access of persons on to the platform and to disperse existing passengers from the platform.

4.1.8.1 Duties of Station Controller

- i. Station Controller will inform the Traffic Controller immediately about the fire so that train services can be suitably regulated if the fire is likely to affect the running of trains.
- ii. Suspend selling of tickets and announce through Public address system to passengers not to get on to the platform.
- iii. Guide the passengers to go out of the station area till such time the fire is extinguished and normalcy is restored.
- iv. Fight the fire with the help of station staff using the available fire fighting equipments.

4.1.8.2 Duties of Traffic Controller

- i. The Traffic Controller will regulate the train service at station on either side of the affected station.
- ii. Inform the fire services personnel, police & security controller and medical team for assistance as required.
- iii. Inform DMT.
- iv. Make announcement on the train and at other station about the incident giving reason for the regulation of train services.
- v. In case the fire does not affect the running of train across the station the train can be run via station after making an announcement that the passengers for the affected station may detrain at the previous or next station. The train may also be stopped at the station to pick up passengers detained on the platform.
- vi. He should inform station controller on the route to make suitable announcement over PA system to waiting passengers informing them of likely delays.

4.1.8.3 Duties of Security Staff

- i. Coordinate with OCC
- ii. Inform & coordinate with Security Controller / Metro Rail Police / Local Police
- iii. Make available staff to the station, to assist in passenger evacuation, crowd control and fire fighting.

4.2 Collision of Trains:

JMRC signaling and train control is based on Automatic Train Protection System which ensures train separation and zero collision. This protection is however, not available in ROS, RM and Cut Out modes of train operation.

Therefore, Train Operators working in these modes have to be extra vigilant to ensure safe train movement.

4.2.1 In the event of a train collision involving Metro trains, any employee witnessing, discovering or being involved in a train collision shall inform the Operations Control Center and provide the following information-

- i. Callers name and identification ,
- ii. Reason for the call,
- iii. Train identification,
- iv. Location of the collision (Line identification , track (UP/DN), OHE mast no., nearest station if not at station) ,
- v. Need for medical assistance,
- vi. Presence of smoke or fire.

If the employee making the first report is a Train Operator, Traffic Controller shall instruct the Train Operator to secure the train, inform the passengers about the incident, check if any passenger or employee needs medical attention. The TO will inform TC accordingly.

If the other Train Operator has not communicated with OCC, TC will ask the Train Operator to collect similar information about the second train and report.

4.2.1.1 Train Operator (TO) should –

- i. Look for presence of smoke or fire. Furnish details of visible damage, if any coaches are derailed or
- ii. If the other track is obstructed.
- iii. The OCC /TC shall instruct Train Operators of trains in approach of the collision site, in both directions, to stop their trains at stations and report their positions.

4.2.1.2 Duties of Train Operator:

- i. In the event of collision taking place involving his train, the train operator shall inform OCC by giving as many details as possible.
- ii. In case of adjacent track is infringed, he will first protect the adjacent track to avoid multiple accidents as per prescribed procedure.
- iii. He will inform passengers about the incident advising them about rescue and relief arrangements being made.
- iv. He shall quickly assess the situation particularly in respect of passenger's injury and again inform OCC with as much details as available seeking medical and other assistance as required.
- v. He will render first aid to passengers and check for injury and damage to the train (both his train and other train).
- vi. He should seek OCC's permission for passenger evacuation.
- vii. He should await further instructions from OCC.

4.2.1.3 Duties of Station Controller:

- i. The Station Controller on receipt of information about collision at his station shall inform OCC.
- ii. Arrange for immediate medical assistance as required.
- iii. Inform Metro rail police/Local police.
- iv. Mobilize the staff for evacuation of passengers and rendering of first aid to the injured and their hospitalization as required.
- v. Inform passenger awaiting at the station of the likely delays.
- vi. Station controller will evacuate passengers as per instructions of OCC.

4.2.1.4 Duties of Traffic Controller:

- i. On receiving information about train collision the Traffic Controller shall block all movement on both the tracks to protect the site of accident.
- ii. Inform JMRC Disaster Management Team members.
- iii. And other designated JMRC departments and Personnel.
- iv. Mobilize medical assistance as required.
- v. Inform the train depot to be in readiness to move rescue and relief train.
- vi. Instruct Station Superintendent to depute staff for evacuation of passengers and providing medical aid to the injured.
- vii. Regulate train services and inform all stations on the route about the likely dislocation in train services.
- viii. Activate ventilation system based on condition of the scene (for tunnel section only).
- ix. Arrange for Public Address announcements to be made to passengers in trains and at stations.
- x. Initiate operating procedure to relieve train congestion at collision site by: a) Single track operation (Single Line Working), b) Turning trains on both sides of collision site (Short Loop Operation) etc.
- xi. The OCC Chief Controller shall inform the Disaster Management Team, ED/OP, GM/OP and all controllers in OCC, the Police/Metro Police and Security Controller to secure the accident scene and Station Superintendent/Station Controllers on the affected line. Chief Controller shall also inform emergency services. All controllers in OCC shall inform their respective officers, maintenance/emergency team and others as applicable.

4.2.2 Medical Assistance

The TO/SC requesting medical assistance to OCC shall provide an estimate of the likely number of people requiring medical assistance and also indicate the most convenient access point for medical personnel to enter. (The names and addresses of person requiring/receiving medical assistance and the names of medical agencies and personnel shall be recorded in the Accident Log book maintained at site/at OCC).

4.3 Train Derailment:

4.3.1 Duties of Train Operator:

- i. The TO becoming aware that his train has derailed shall stop the train immediately if not, already stopped and secure the train.
- ii. Inform passengers of the problem and action being taken.
- iii. Inform OCC providing following information:
 - a) Train Operator identification
 - b) Location (line identification, Track (UP/DN), & Mast No.)
 - c) Train description (Train no. & train set no.)
 - d) Adjacent track obstructed or clear.
 - e) Passenger injury or presence of smoke or fire.
 - f) Seek instruction for passenger evacuation.

Note: It will be TO's first and foremost duty to protect the adjacent track as per authorized instruction to avoid second accident. OCC/TC shall also take prompt action to stop all movements towards the derailment site.

4.3.2 Duties of Traffic Controller:

- i. TC shall instruct TOs of trains approaching the derailment site on both tracks to stop their trains and report their positions.
- ii. TC shall immediately notify DMT and all concerned Metro departments, Police/Metro Police and Security Controller to secure the accident site and Station Superintendents on the affected line for informing waiting passengers at stations about the likely delay. OCC/TC will also arrange to inform passengers aboard trains held up.
- iii. Mobilize medical assistance as required.
- iv. Inform the depot to be in readiness to move the rescue and relief train.
- v. Instruct Station Managers to depute staff for evacuation of passengers and providing medical aid to the injured in case of derailment between stations.
- vi. Regulate train services and inform all stations on the route about the likely dislocation in train services.
- vii. Activate ventilation system based on condition of the scene (for tunnel section only).
- viii. Arrange for Public Address announcements to be made to passengers in trains and on stations.
- ix. Request assistance of Police / Metro Police / Security/ Watch & Ward for crowd control at critical stations.
- x. Initiate operating procedure to relieve train congestion at derailment site by:
 - a) Single track operation (Single Line Working),
 - b) Turning trains on both sides of derailment site (Short Loop Operation) etc.

4.3.3 Medical Assistance:

The employee requesting medical assistance to OCC shall provide an estimate of likely number of people requiring medical assistance and will also indicate the most convenient access point for medical personnel to enter. (The names and addresses of passengers requiring medical assistance and the names of medical agencies and personnel shall be recorded in the Accident Log book maintained at site/in OCC).

Jaipur Metro Rail Corporation Ltd.

CHAPTER NO. – 5

SECURITY THREATS AND TERRORIST ATTACK

5.1 Terrorist Actions

Increase in terrorist actions against public transport worldwide, indicates that public transport systems are becoming more vulnerable and potential targets for terrorist.

It is clear that preventing terrorist activities is the primary responsibility of security agencies and state police.

However, concern for passenger well being and their security and adverse effects of such mishaps on the public image of the transport systems itself, requires best possible level of preparedness for prevention of such threats within Metro premises.

Key components of such preparatory and preventive action include-

- Encouraging and guiding passengers to be cautious themselves.
- An awareness program – appealing users to be on the alert and report any suspect package.
- Well thought out crisis communication to prevent misinformation, confusion, panic and shock.
- Clear procedures and systems of communications need to be established for emergencies and regularly tested, in order to ensure a working communication during crisis situation.
- Frequent mock drills to test effectiveness of passenger evacuation systems including the collaboration and response of passengers.
- Training all frontline staff to prevent dangerous situations and handle incidents.
- Once they have happened act with courage, promptitude and alertness, reassuring passengers and providing regular information for their guidance.
- Terrorist attack may take place anywhere in the metro rail's jurisdictions, however when it takes place, on the right of way particularly underground section, at metro station and in running trains it may have serious impact in terms of human distress and restoration of normal operation. On receipt of information of any terrorist act on Metro Trains, stations or on the Right of Way, OCC will take prompt action to get the entire metro network cleared of all passengers.

5.2 Terrorist attack at Station

5.2.1 Duties of Station Superintendent/Station Controller:

- i. He should visit the affected spot, assess the extent of impact on human life and also how it may affect train services.
- ii. He should inform the OCC about details of incident.
 - a. the time it occurred.
 - b. extent of injuries.
 - c. presence of smoke/fire.
 - d. need for medical assistance and, fire services indicating the gate through which the medical Team/Fire Services should enter. He should depute a uniformed staff to receive & guide them.
- iii. Sound the hooter and get the station premises vacated of all the passengers.

- iv. Depute staff to announce at 5 minute interval, through the station PA system what has happened and what the passengers are expected to do without getting panic.
- v. Mobilize resources to render first aid and evacuate the injured.
- vi. In case any person is seen moving in a suspicious manner, he may be detained for interrogation with the help of security staff.
- vii. Passengers found near the affected area may also be asked about their first hand knowledge of the occurrence and their statement with name and addresses recorded.
- viii. Inform Police/Metro Police and depute station security staff to protect and cordon the site to preserve the clues and leave the site undisturbed for police investigation.

5.2.2 Duties of Traffic Controller/Chief Controller:

Immediately on receipt of the information about terrorist attack, Chief Controller shall:

- I. Inform Police/Metro Police and security personnel and ask them to rush to the spot of occurrence.
- II. Mobilize Medical Assistance and/ or Fire Services to reach the spot.
- III. Inform the DMT and other JMRC departments and personnel.
- IV. Hold trains at stations. Train movement shall only be resumed after confirming that the running of train through the affected station is safe, till the position becomes clear regular announcement to be made to passengers in train and at station of the likely delay and evacuation procedures started. The entire Metro network shall remain closed till rescue and search operations have been completed. Revenue operations shall only be started after ensuring that the system is fully safe and secure.

5.2.3 Duties of Security Staff:

- I. On being informed about the terrorist attack, they will promptly move to the spot and immediately cordon off the area.
- II. Assist station staff in passenger evacuation and crowd control.
- III. Assist Police / Metro Police / Local police in investigation.
- IV. Question any doubtful persons detected earlier by the station manager or by them and hand them over to Police / Metro Police.
- V. Assist station staff in combating fire with available means.

5.2.4 Other Staff:

- I. The section in charges of Civil, Electrical and Signal departments should proceed to the site immediately and assess the damage to equipments under their respective charges.
- II. Take suitable action informing higher authorities, to restore the damaged equipment/installation promptly.
- III. All Metro staff who are directly not involved in rescue and relief/restoration work shall report to OCS for assistance.

5.3 Terrorist Attack between stations affecting the right of way

5.3.1 Action to be taken by Train operator:

When a terrorist attack takes place in the section affecting the right of way Train operator of a running train will come to know about it first.

- i. On noticing any unusual occurrence on track or other installation, TO shall immediately report to the OCC about the unusual incident/object/damage with its location.
- ii. In case the train movement is not obstructed, he shall continue the journey to the next station at reduced speed informing OCC.

- iii. In case he notices a situation where train running will not be safe, he should stop the train forthwith and inform the OCC for further directions.
- iv. He should announce the delay to train passengers.
- v. Similar action should be taken by the Train Operator in case he notices abnormality in the adjacent track. He will report to the Traffic Controller.
- vi. In case the other track is damaged, his first duty will be to protect the same as per prescribed procedure.
- vii. Take further action as per the directive of the OCC traffic controller, keeping the passengers regularly informed of the situation.

5.3.2 Action to be taken by the OCC:

- i. On receipt of such information, the traffic Controller will take immediate action to regulate trains to prevent their running over the affected section.
- ii. Inform the Disaster management Team and Security & Police / Metro Police.
- iii. Inform Section in charge of Civil, Electrical and Signal departments to make on the spot inspection to assess loss/damage etc.
- iv. In case train running is unsafe, control trains at stations and arrange for detrainment of passengers after prompt announcement.
- v. Co-ordinate with civil, medical, fire and other rescue and relief services.
- vi. Regulate train services from both sides of the incident scene, taking measures to decongest the site by instituting single track operation/short loop operation as the conditions permit.
- vii. Make system wide announcements to keep customers fully informed.

5.3.3 Action to be taken by Security Staff:

On being informed, they should go to the affected spot and assist station staff in evacuation of stranded passengers and keep the area cordoned, preserve the clues and help the police authorities in investigating the crime.

5.3.4 Action to be taken by Other Staff:

- I. Supervisor of Civil, Electrical and Signal departments should make immediate inspection of site, assess loss/ damage, organize their repair on getting Police/Metro Police clearance,
- II. Help in evacuation of the injured and maintenance of order in the area.
- III. Inform their superior officers about the situation and the action they are taking to rectify the situation.

5.4 Terrorist Attack in Train

Of all the cases of terrorist attack, those within a train will have most disastrous consequences and very prompt action will be necessary to restrict the damage to men and material. Such a situation may include:

- I. A Bomb on the track which detonates under a train.
- II. Detonation of Bomb / igniting of inflammable material inside a train.
- III. Release of chemical / biological gases in a train.
- IV. Criminal interference with train running equipments which causes fire in the coaches while on run.
- V. Other terrorist activities incapacitating the train on run.

5.5 Bomb Blast on track:

There may be derailment of the train with large scale damage to the train and fixed structures as well as injury to the passengers in the train.

In case of derailment, the train will immediately come to a stop.

The Train Operator should immediately inform Traffic Controller about the occurrence and ask for immediate assistance as required.

TO should seek permission for evacuation of passengers.

For detrainment of the passengers, action as indicated in Chapter IV, should be immediately taken. In case the situation does not permit detrainment from one end, it may be arranged from both ends.

The injured passengers should be evacuated as soon as the Medical Team arrives on the spot.

5.6 Bomb Blast inside the train:

5.6.1 The Train operator should:

- i. Inform Traffic Controller
- ii. Inspect the impact of explosion and if the train is in a position to move, he will try to take the train to the next station at reduced speed.
- iii. In case he is not able to take the train to the next station, he should stop the train and inform the Traffic Controller about the incident.
- iv. He should seek assistance of fire services and medical services as required, take the permission of the TC to detrain the passengers.
- v. He should make an on the spot assessment of the situation including the injury/death of passengers and inform the Traffic Controller for immediate appropriate action.
- vi. The TO shall make announcement to the passengers through the train PA system about the situation and ask them to remain calm indicating that action has already been taken to arrange for detrainment of passengers.
- vii. The TO will arrange evacuation of the passenger when authorized by OCC.
- viii. This will help in reaching prompt assistance to the injured and disabled passengers on arrival of the Security and Medical Team.
- ix. Train Operator will thereafter arrange to detrain the injured passengers with the help of security and medical staff.

5.7 Criminal Interference in a Train Causing Fire

In case of a fire in the train due to any criminal interference with train running equipment, the matter should be dealt with as fire in a train in chapter IV.

5.8 Release of Chemical Poisonous or biological gases in tunnels, trains or at stations

Whenever other terrorist activities described above produce loud noise, explosion, fire and smoke, release of lethal or harmful gases works silently and can only be generally inferred from-

- Unusual smell
- Passengers or employees complaining of –
- Breathing problems- including choking/fainting
- Severe eye/Skin irritation
- Vomiting etc.

Receiving any such complaint the Train Operator or Station Controller/ Station Manager will take serious note of it and immediately inform OCC to take prompt action to handle the emergency as a case of suspected release of poisonous gases.

If gas release is detected in a train, TO will inform OCC and expeditiously bring the train to the next station, open train doors and request all passengers to detrain. He will personally check with station staff, security and Police/Metro Police that the train has been completely vacated. To prevent further spreading of gas in platform area and to help Police and Medical teams to investigate and identify the gas he will close the train doors.

In the event of gas release in station premises, the station should be fully vacated and kept closed unless certified free of contamination by medical authorities.

Whereas, release of gases on the Right of Way in Rail corridors may not have serious impact, with gas spreading into atmosphere.

In tunnel sections it will be necessary to-

- To locate the presence of gas in specific ventilation zones.
- To activate appropriate TVS modes to dilute the gas.
- To degasify the tunnel portion or the entire tunnel, depending upon the severity of the case informing civil authorities of the likely discharge of gas in certain areas which may require to be protected.
- Pending this, the affected portion or the entire tunnel will have to be vacated of all passengers and staff.

Normal operation should only be resumed after running of a trial train with Police, Medical and metro authorities confirming that the section has been made free of contamination.

Terrorist attack in other locations of JMRC not affecting revenue operation will be dealt with by officers in charge of the concerned area/location. However assistance of OCC and DMT will be taken and spontaneously provided for coordination with outside agencies and in rescue management.

5.9 Co-ordination with Civil authorities and Police/Metro Police :

Police/ Metro Police has planned a Disaster Management Scheme to deal with any emergency all over the city of Jaipur. They have identified the following vital installations to be protected during the emergency.

1. Bridges
2. OCC
3. Receiving Sub Stations
4. Metro train depots

Other buildings / stations of Metro are on 2nd line of priority for protection during the emergency. Separate Metro Rail Police Station has been formed. Their assistance should be promptly sought in cases of terrorist attack as also of other law & order related problems.

Jaipur Metro Rail Corporation Ltd.

CHAPTER NO. – 6

NATURAL CALAMITIES

6 Introduction

- 6.1 City of Jaipur does not have a history of cyclones, typhoons or high velocity storms to affect Metro Operation.
- 6.2 The rail corridor is elevated / at grade and is not likely to be affected by floods and underground section has adequate provision for drainage and pumping.
- 6.3 Keeping in to account the fact that Jaipur is located in the seismic zone (2), the entire infrastructure of JMRC has been designed to withstand earthquakes of the intensity of 7 on Richter scale. If any earth quake tremor takes place and any of the metro station is affected then role of various departments will be as follows:
- 6.4 On being informed about an earthquake in the city of Jaipur or experiencing the same, OCC Traction Power Controller (TPC) will switch off Traction power Supply in a manner which does not shut down station supplies informing the Traffic Controller who will instruct the TOs to stop their trains and report their position.
- 6.5 In the event of a significant earthquake, TO experiencing the impact or being informed by passengers or OCC will bring his train to a stop and inform OCC the location of the train.
- If at station, he will not move the train, inform OCC and advice passengers to remain inside the train.
 - After receiving OCC instructions that the earthquake has subsided, the trains waiting at stations will detrain passengers.
 - For the trains held up between stations, TOs to visually check the track. If the track is unaffected and there are no visible obstruction after informing OCC/TC, train can be moved at walking speed up to the next station where passengers shall be detrained.
 - Train Operator (TO) will keep passengers informed of the problem and request them to maintain calm.
- 6.6 In case of any doubt, OCC will arrange for passenger evacuation on the right of way as per procedure.
- 6.7 Normal operation of revenue trains shall only be resumed after the track and structures department issuing of a certificate of fitness for normal operations which will be issued after detailed physical inspection.
- 6.8 OCC and Station Superintendent/Station Controllers will continuously inform passengers of the situation and likely time for commencement of train services.

Jaipur Metro Rail Corporation Ltd.

CHAPTER NO. – 7

PREPAREDNESS FOR DISASTER MANAGEMENT

7.1 Introduction

Being a technologically complex system worked by new set of staff, with a learning curve to improve and stabilize with time, intensive mock drills for the staff concerned is very essential to train them to become fully conversant with the action required to be taken while handling emergencies.

They also need to be trained in appropriate communication skills while addressing passengers during incident management to assure them about their well being seeking their cooperation. Since learning can only be perfected by 'doing' the following Mock Drills are considered essential:

7.2 Fire Drill – This should include

- i. Making announcements
- ii. Protecting the area
- iii. Summoning assistance
- iv. Using fire fighting equipments locally available
- v. Passenger evacuation in case of need

7.3 Rescue of a disabled train –

- i. Identifying causes, isolating fault.
- ii. Announcement to passengers
- iii. Passenger evacuation
- iv. Coupling / Uncoupling of trains for clearing a failed train by an assisting train.
- v. Driving from an intermediate cab with **Cab to Cab telephone communication** from front cab.

7.4 Detrainment of passengers between stations –

- i. Blocking adjacent line
- ii. Announcement to passengers.
- iii. Use of emergency doors.
- iv. Guiding passengers to next station.

7.5 Passenger evacuation from station

- i. Announcement to passengers.
- ii. Closing of booking offices.
- iii. Opening of AFC gates/ Emergency exits
- iv. Changing the direction of escalators.
- v. Crowd control with assistance of security staff and Police/Metro Police.
- vi. Working of TVS system.
- vii. Working of fire suppression and detection system

7.6 Drill for use of rescue & relief train

The following items need to be noted

- i. Time taken by the staff to report for duty from the time of first information.
- ii. Departure time of rescue and relief train.
- iii. Testing of all vital systems like generators, control panel.etc.
- iv. Demonstrating a few key functions

A record should be kept of

- a) The staff attended (category wise)
- b) Officer attended
- c) Any technical problems encountered – like door not opening etc.
- d) Any procedural short comings
- e) Is there a need to amend existing procedure, system.

GM/OP will be In-charge of mock drills and members of DMT will attend the mock drills, which should be held on the mainline only after revenue hours and /or in depots in a manner which does not affect depot working adversely. The aim is to make the staff fully conversant with all the equipments and emergency procedures

7.7 The frequency of mock drills will be once in three months at regular intervals. Mock drills are to be carried out during non revenue hours only.

Annexure – I

The following details are required to be prepared for each station and kept along with the Station Copy of this Manual and in OCC.

Plan showing:

1. Emergency exits at stations for passengers.
2. Access for
 - Medical services – Ambulance
 - Fire services
 - Police/Metro Police
3. Rescue Equipment, location and numbers
4. Location and current telephone no. of
 - Police
 - Medical Services
 - Fire Services
5. Contact and address details of **Disaster Management Center/District Administration.**

1. Important Telephone Numbers

Jaipur Metro has provided local telecom facility in buildings for use by all concerned. Intercom link with OCC has also been provided. Police/ Security personnel are planned to be provisioned with wireless sets to communicate with control room. The control room has direct communication with police control room.

2. Telephone Numbers/Hot Lines for Emergency

- Police (HQ)-100,
- Fire Services-101,
- Ambulance -108
- Disaster Management- 1077 (Collectorate)
- BSNL Hot Line for communication between Emergency Operation Centre, Room No. 4, Collectorate, Jaipur and OCC/JMRC (0141-2394974)
- Emergency Operation Centre – 1070(Secretariat)

Chief Controller OCC/CHC–

- Landline No. - 2822150

Police/Metro Police

- Security Control Room/OCC – 2822149

Flood Control

- Irrigation Flood Control Room (I&FC Department),
JLN Marg, Opp. MNIT, Jaipur
Dy. Director (hydrology) - 2702480, 2700452

Control Room (JDA)

- Jaipur Development Authority, Control Room – 2569696,2565800, 2575252

Disaster Management Center

- Collectorate, Banipark, Jaipur- 2204475, 5165265, 2209040,
5116760, 5116761, 5114771
- **DDMA-1077**

Civil Defence Control Room – 0141-5116754, 5116758, 2200163, 2200164

DESIGNATION AND MOBILE NUMBERS OF JMRC OFFICIAL

S. N.	Designation	Mobile No.	Landline No.
1.	Executive Director (Operations)	7728895404	2822104
2.	Executive Director (Tr. and E&M)	7728895403	2822103
3.	Executive Director (S&T)	7728895406	2822106
4.	Executive Director (RS)	7728895405	2822105
5.	General Manager (Operations)	7728895412	2822108
6.	DCP (Metro Police)	8764866910	2209249

DISTRICT DISASTER MANAGEMENT AUTHORITY (DDMA)

Members:

- (1) District Collector
- (2) District Chief Executive Officer
- (3) District Superintendent of Police
- (4) District Chief Medical Officer
- (5) District Senior most officer of PWD
- (6) District senior most officer of Water Resources Deptt.

The following are also nominated for DDMA:

- (1) Addl. District Magistrate City (North) –
Nominated as District Chief Executive Officer
- (2) Addl. District Collector & Addl. District Magistrate II –
Nominated as Officer in-charge Disaster Management.
- (3) Deputy Controller Civil Defence, Jaipur
Nominated as Assistant Officer in-charge Disaster Management.
- (4) Sub Divisional Magistrates are nominated as Officer in-charge Disaster Management in their respective areas, excluding city area.

Designation	Telephone Nos
	Office
District Administration	
Divisional Commissioner	2206400 2201096 2724531
PA to DC	2201096
Addl. Divisional Commissioner	2201950
District Magistrate, Jaipur	2209000 2209001
PA to DM	2209000
ADM-I	2209002
ADM-II/OIC DM	2209003
ADM-III	2209004
ADM-IV	2209005
ADM City-S	2209007
ADM City-N	2209006
ADM City-E	2206699
DIO-NIC	2203339
SDM-East	5130049
SDM-South	5101328
ACM-HQ	2209012
ACM-City	2209011
Dy. Controller, Civil Defence	5116758
PRO	2201564
Jt. Labour Comm.	2220369
Zila Prasad Jaipur	
CEO	2202039
Addl. CEO	2200724
Jaipur	
SDM	2209008
Sanganer	
SDM	2731100
Amer	
SDM	2209010

Annexure-II

Important Telephone Nos. of Police Stations & Police officials

S. No	Metro Station	Police Station	SHO	ACP	Addl. DCP	DCP	Addl. CP	CP
1.	Mansarovar	Mansarovar	2392224 2399379	2390770	2369755	2362266	2362102 2369925	2362100
2.	New Aatish Market	Mansarovar	2392224 2399379	2390770	2369755	2362266		
3.	Vivek Vihar	Shyam Nagar	2811000 2811193	2223320	2369755	2362266		
4.	Shyam Nagar	Shyam Nagar	2811000 2811193	2223320	2369755	2362266		
5.	Ram Nagar	Sodala	2295866 2295920	2223320	2369755	2362266		
6.	Civil Lines	Sodala	2295866 2295920	2223320	2369755	2362266		
7.	Railway Station	Sadar	2202677 2207665	2206361	2200690	2203400		
8.	Sindhi Camp	Sindhi Camp	2205070 2206201	2206361	2200690	2203400		
9.	Chandpole	Sanjay Circle	2378318 2378319	2313322	2201442	2202495		
10.	Chhoti Chapur	Kotwali	2321444 2322444	2313322	2201442	2202495		
11.	Badi Chaupar	Manak Chawok	2607071 2601366	2605577	2201442	2202495		

Other Important Telephone Nos.

SN	Services	Telephone No.
1	Emergency Operation Centre, Secretariat, Jaipur	1070, 2227296, 5119869
2	Chief Fire Officer, Jaipur Nagar Nigam, Jaipur	2201898
3	Officer In-charge, Nagar Nigam (Fire Brigade)	101, 2615550
4	Home Guard & Civil Defence (Fire Brigade)	2375925, 5124593
5	Police Control Room	100, 2574457
6	SMS Hospital	2560291, 2518222
7	BSNL Directory Enquiry	2370670, 2362465
8	BSNL Telephone Complaint	1091, 2075142, 2227113
9	Indian Railway Enquiry, Jaipur	131, 132, 133, 2204531
10	Rajasthan Roadways Control Room	2373044, 2207902

List of Major Hospitals Nearby Metro Stations in Jaipur

Metro Station	Nearby Major Hospitals	No. of Beds	Phone no.	Address
Mansarovar	Saket Hospital	125	2785075 2785074 9829011770	Sec.-10, Meera Marg, Agarwal Farm, Mansarovar, Jaipur
	Tagore Hospital & Research Institute	100	2785555 2781867 6450553 6515381	Tagore Lane, sec.-7, Shipra Path, madhyam Marg, Mansarovar, Jaipur
	Metro Mas Hospital & Heart Institute	300	2786006	Near Technology Park, Shipra Path, Mansarovar, Jaipur - 302020
New Aatish Market	Tagore Hospital & Research Institute	100	2785555 2781867 6450553 6515381	Tagore Lane, sec.-7, Shipra Path, madhyam Marg, Mansarovar, Jaipur
	Metro Mas Hospital & Heart Institute	300	2786006	Near Technology Park, Shipra Path, Mansarovar, Jaipur - 302020
	Bhandari Hospital & Research Centre	150	2703851 2703852 4361106	138-A, Vasundhara Colony, Gopalpura Byepass, tonk Road, Jaipur
	Sanjeevani Hospital	60	2290060, 4067001, 4067000 9928027253	1, New Sanganer Road, Laxman Path, Shyamnagar, JAIPUR - 30201
Vivek Vihar	Sanjeevani Hospital	60	2290060, 4067001, 4067000 9928027253	1, New Sanganer Road, Laxman Path, Shyamnagar, JAIPUR - 30201
	Manu Hospital & Research Centre	150	9829064940, 9414205023 2292530, 2295567, 2290191 2293800	A-1, Nr Central Academy School, Sodala, Shyamnagar, JAIPUR - 302019
Shyam Nagar	Sanjeevani Hospital	60	2290060, 4067001, 4067000 9928027253	1, New Sanganer Road, Laxman Path, Shyamnagar, JAIPUR - 30201
	Manu Hospital & Research Centre	150	9829064940, 9414205023 2292530, 2295567, 2290191 2293800	A-1, Nr Central Academy School, Sodala, Shyamnagar, JAIPUR - 302019

Metro Station	Nearby Major Hospitals	No. of Beds	Phone no.	Address
Ram Nagar	Sanjeevani Hospital	60	2290060, 4067001, 4067000 9928027253	1, New Sanganer Road, Laxman Path, Shyamnagar, JAIPUR - 30201
	Manu Hospital & Research Centre	150	9829064940, 9414205023 2292530, 2295567, 2290191 2293800	A-1, Nr Central Academy School, Sodala, Shyamnagar, JAIPUR - 302019
Civil Lines	SMS Hospital & Medical College	1563	2564222 2560291, 2518203 2619171	Near Ajmeri Gate, Ramsingh Road, Tonk Road, Jaipur
	Santokba Durlabhji Hospital	450	2566251 2566252	BHAWANI Singh Marg, Rambagh Circle, Jaipur
	Heart & General Hospital	80	9829052290 2370271, 2370104, 2370105 2378859	7, Vivekanand Marg, C- Scheme, Jaipur - 302001
Railway Station	Railway Hospital	118	2223735	Railway Station Road, Jaipur
Sindhi Camp	Zanana Hospital	100	2378721, 2732323	Chandpole, Jaipur
Chandpole	Zanana Hospital	100	2378721, 2732323	Chandpole, Jaipur
Chhoti Chaupar	SMS Hospital & Medical College	1563	2564222 2560291, 2518203 2619171	Near Ajmeri Gate, Ramsingh Road, Tonk Road, Jaipur
Badi Chaupar	SMS Hospital & Medical College	1563	2564222 2560291, 2518203 2619171	Near Ajmeri Gate, Ramsingh Road, Tonk Road, Jaipur