



मध्य रेल

महाप्रबन्धक कार्यालय
छ.शि.महाराज टर्मिनस
मुम्बई-400001

पत्र संख्या: G.402/Inst/2020

दिनांक : 23-05-2020

DRM: BB, BSL, NGP, PUNE, SUR

Subject: Standard Operating Procedure for Front Line Staff.

Front Line Staff of Railway like TTEs, RPF staff, Station staff etc. have to deal with public in discharging their day to day duties. In order to protect these staff from getting infected from COVID-19, Standard Operating Procedure (SOP) for the Front Line Staff has been prepared and is enclosed with this letter. The guidelines contained in the Standard Operating Procedure may please be implemented.

This is issued with the approval of AGM.

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VASHISHTHA

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Enclosed: SOP for Front Line Staff.

C/ Secretary for kind information to GM.

I. OTHER COMMERCIAL OFFICES :- (Ticket Checking Offices, Booking offices, Parcel & Luggage Offices, Goods Shed & Reservation Offices)

TICKET CHECKING STAFF:

1. All the staff shall be provided sufficient no. of following material to use while on duty:
 - a. Masks,
 - b. Hand Gloves,
 - c. Head Gears. Use of PPE is not practically feasible due to its complex nature.
 - d. Sanitizer
 - e. Face Shield
2. Only confirmed passengers may be allowed to enter the ticketed areas.
3. The passengers will be scanned through a thermal scanning system before entering the station.
4. Arrangements may be made to sanitize the luggage of the passengers at station entry points.
5. At the platform also, only those passengers will be allowed to board coach, whose name is in the chart of the concerned coach. This will enable the confirmation that the passenger has boarded the train.
6. In addition to this QR-code system may be adopted for tickets to verify the passenger details and boarding/travelling status, wherever possible.
7. To achieve this, all the passengers shall be required to reach the station minimum one hr before the train departure.
8. From the starting station; information regarding the vacant berths shall be fed into the system.
9. During the journey, all the tickets, if required, shall be checked/ verified with the tickets/documents in the hand of the passenger. No ticket checking staff shall touch the papers/documents/mobile etc belonging to the passenger.
10. The EFT and other books should be properly sanitized before submitting.
11. It is advisable that all the ticket checking staff wears Face shield or spectacle Glasses to protect hie eyes. Even if a person does not need spectacles, he should wear plain (un-numbered) glasses to protect his eyes.
12. If possible, the Ticket checking staff should wear Face Shield.
13. It is also advisable to carry pouches of liquid soap and clean hand towels.
14. If during the journey a passenger is found with developed symptoms of COVID like fever, it shall be isolated with the help of RPF.

Ticket Counter/ Goods Booking staff:

1. All the staff shall be provided sufficient no. of the following material to use while on the duty:
 - b. Masks,
 - c. Hand Gloves,
 - d. Head Gears.
 - e. Sanitizer
 - f. Face Shield
2. It is mandatory for the Counter staff, Parcel staff & Goods Staff to wear Hand Gloves and Face shield in addition to Mask.
3. Wherever there is no glass partition at the window between customer and the booking clerk, it shall be provided, so that direct contact may be avoided.
4. To the extent possible all the money transactions shall be through POS only. Passengers should be encouraged to use mobile app and insist on UPI payment and debit/credit cards while booking the tickets on counters. Sanitization of POS machines should be done at regular intervals.
5. The UV Light machine or note detector machine shall be in working condition and every currency note shall be passed through that machine so that any traces of viruses would be killed by UV Lights.
6. Social Distancing in queue at Counters: The queue length shall be planned in consultation with RPF keeping in view of local condition at booking counter locations. However, a minimum distance of 6 ft shall be maintained between 02 passengers at single counters.
7. Separate counters for issue of season tickets should be kept so that they can be persuaded to use electronic mode of payments.
8. Two-way mic and speaker system at reservation counters should be planned in a phased manner.
9. Hand sanitiser at the entrance of reservation hall for the passengers should be provided.
10. Issuing of platform tickets should be stopped; this would avoid unnecessary crowding at stations. Only the passengers having valid tickets be allowed to enter station premises. In this case to help partially

divyangjan and Old Aged passengers, separate counter for help may be provided.

11. All the parcels/packets shall be got sanitized at the entry points before receiving.
12. Cloak Room facilities should be closed.
13. Similar facilities may be provided to the attendants of Retiring/Waiting rooms.
14. Booking Offices, parcel/goods offices, retiring rooms and waiting rooms should be sanitized frequently preferably daily.
15. For sanitization of equipments and surfaces, any non-toxic, non-hazardous and user-friendly disinfectant may be used.

STANDARD OPERATING PROCEDURE FOR THE STATION STAFF:

1. All the staff shall be provided sufficient no. of following material to use while on duty:
 - a. Masks,
 - b. Hand Gloves,
 - c. Head Gears.
 - d. Sanitizer
 - e. Face Shield
2. The station master along with station staff shall sanitize the frequently touched equipments like Block Instruments, Telephones, panel top, flags, Torch, FOIS Equipments, tables, almirahs etc. with a cloth and disinfectant without pouring the liquid on the electronic parts like panel, telephones etc. This should be done in every shift just after taking over the charge.
3. If, ASM needs to interact with general public/Passengers, then proper physical distance shall be maintained by keeping the public out of the ASM room.
4. The commonly used areas like toilets etc shall be kept cleaned and disinfected frequently, preferably in every shift.
5. Lunch, Tea should be taken only with proper physical distancing and proper cleanliness.
6. The entry books like TSR, various registers shall be touched only with gloves in hands.
7. Wherever ASM also issues the ticket, the guidelines for ticket/booking offices shall be followed.
8. Mask to be worn all the time, specially while talking on phone.
9. While dealing with the maintenance staff like of P-way, S&T, OHE, RPF etc proper distancing shall be maintained and:
 - a. Memos should be handed over and taken over with gloves as far as possible.
 - b. If memo handled without gloves, after every handing over and taking over of papers, hand washing with soap to be ensured.
 - c. While attending equipments in the ASM room by the maintenance staff of S&T, Electrical etc., the SM should keep proper distance with the maintenance staff.
10. Frequent announcement for keeping cleanliness and not spitting should be done.
11. ASM shall ensure that persons waiting for the trains; at the platform or in the waiting area; do not come in close contact and follow physical distancing.
12. For sanitization of equipments and surfaces, any non-toxic, non-hazardous and user-friendly disinfectant may be used.

SOP for frontline (RPF)staff

1. All the staff shall be provided sufficient no. of following material to use while on duty:
 - a. Masks,
 - b. Hand Gloves,
 - c. Head Gears.
 - d. Sanitizer
 - e. Face Shield
2. The station staff shall sanitize the frequently touched equipments like Tables, Almirahs, Telephones, Mega-mikes, Armoury etc. with a cloth and disinfectant without pouring the liquid on the electronic parts. This should be done in every shift just after taking over the charge.
3. While dealing with the general public, proper physical distance shall be maintained by keeping the public at-least 1-2 mtr.
4. Immediately after dealing with the people who have been booked under any Act, hands should be washed with soap.
5. If the person booked under Act is having symptoms of COVID, he should be immediately referred to medical authorities.
6. While managing the crowd at the stations, wearing of gloves, mask, face shield is mandatory.
7. All the books, records, registers shall be touched with gloves as far as possible.
8. The commonly used areas like toilets etc shall be kept cleaned and disinfected frequently, preferably in every shift.
9. Lunch, Tea should be taken only with proper physical distancing and proper cleanliness.
10. While escorting the trains, wearing of Mask, gloves, headgears is mandatory. Whenever any document or ID of a person is to be checked, care should be taken not to handle the document.
11. One thermal gun per escorting team is required to be carried. If a passenger is observed having symptoms like fever, cough etc, the passenger shall be isolated with the help of ticket checking staff and should be handed over to medical authorities at designated places.
12. While dealing with the maintenance staff like of P-way, S&T, OHE, OPERATING etc proper distancing shall be maintained and:
 - a. Memos should be handed over and taken over with gloves in hands as far as possible.
 - b. If memos are handled without Gloves, hand washing with soap to be ensured after every handling.
13. RPF staff shall ensure that persons waiting for the trains; at the platform or in the waiting area; do not come in close contact and follow physical distancing.
14. For sanitization of equipments and surfaces, any non-toxic, non-hazardous and user-friendly disinfectant may be used.

15. Food, Nutrition and Lifestyle:

- i. Yoga and moderate forms of exercise should be done for fitness.
- ii. Carry own food/water. Do not eat in groups. Neither share nor give food. Touch the objects only when absolutely essential.
- iii. Read positive thoughts and cultivate healthy mindset.
- iv. Take adequate vitamin C for day to day use.
- v. Follow the SOP as issued by ministry of health/DoPT/Railway Board from time to time.
- vi. Maintain personal hygiene, avoid touching of any object in the office and home also.
- vii. Avoid going to crowded places/market, hospitals, health units. Visit these places when extremely necessary.

Follow WHO nutrition guidelines detailed at Annexure-A.

Staff can follow Nutrition advice for adult during the COVID-19 issued by World Health Organization's EMRO (Eastern Mediterranean Regional Office)

Nutrition

Nutrition advice for adult during the COVID-19:

Proper nutrition and hydration are vital. People who eat a well-balanced diet tend to be healthier with stronger immune systems and lower risk of chronic illnesses and infectious diseases. So you should eat a variety of fresh and unprocessed foods every day to get the vitamins, minerals, dietary fibre, protein and antioxidants your body needs. Drink enough water. Avoid sugar, fat and salt to significantly lower your risk of overweight, obesity, heart disease, stroke, diabetes and certain types of cancer.

Eat fresh and unprocessed foods every day

Eat fruits, vegetables, legumes (e.g. lentils, beans), nuts and whole grains (e.g. unprocessed maize, millet, oats, wheat, brown rice or starchy tubers or roots such as potato, yam, taro or cassava), and foods from animal sources (e.g. meat, fish, eggs and milk).

Daily, eat: 2 cups of fruit (4 servings), 2.5 cups of vegetables (5 servings), 180 g of grains, and 160 g of meat and beans (red meat can be eaten 1–2 times per week, and poultry 2–3 times per week).

For snacks, choose raw vegetables and fresh fruit rather than foods that are high in sugar, fat or salt.

Do not overcook vegetables and fruit as this can lead to the loss of important vitamins.

When using canned or dried vegetables and fruit, choose varieties without added salt or sugar.

Drink enough water every day

Water is essential for life. It transports nutrients and compounds in blood, regulates your body temperature, gets rid of waste, and lubricates and cushions joints.

Drink 10–12 glass of water every day.

Water is the best choice, but you can also consume other drinks, fruits and vegetables that contain water, for example lemon juice (diluted in water and unsweetened), tea and coffee. But be careful not to consume too much caffeine, and avoid sweetened fruit juices, syrups, fruit juice concentrates, fizzy and still drinks as they all contain sugar.

Eat moderate amounts of fat and oil

Consume unsaturated fats (e.g. found in fish, avocado, nuts, olive oil, soy, canola, sunflower and corn oils) rather than saturated fats (e.g. found in fatty meat, butter, coconut oil, cream, cheese, ghee and lard).

Choose white meat (e.g. poultry) and fish, which are generally low in fat, rather than red meat.

Avoid processed meats because they are high in fat and salt.

Where possible, opt for low-fat or reduced-fat versions of milk and dairy products.

Avoid industrially produced trans fats. These are often found in processed food, fast food, snack food, fried food, frozen pizza, pies, cookies, margarines and spreads.

Eat less salt and sugar

When cooking and preparing food, limit the amount of salt and high-sodium condiments (e.g. soy sauce and fish sauce).

Limit your daily salt intake to less than 5 g (approximately 1 teaspoon), and use iodized salt.

Avoid foods (e.g. snacks) that are high in salt and sugar.

Limit your intake of soft drinks or sodas and other drinks that are high in sugar (e.g. fruit juices, fruit juice concentrates and syrups, flavoured milks and yogurt drinks).

Choose fresh fruits instead of sweet snacks such as cookies, cakes and chocolate.

Avoid eating out

Eat at home to reduce your rate of contact with other people and lower your chance of being exposed to COVID-19. We recommend maintaining a distance of at least 1 metre between yourself and anyone who is coughing or sneezing. That is not always possible in crowded social settings like restaurants and cafes. Droplets from infected people may land on surfaces and people's hands (e.g. customers and staff), and with lots of people coming and going, you cannot tell if hands are being washed regularly enough, and surfaces are being cleaned and disinfected fast enough.

Counselling and psychosocial support

While proper nutrition and hydration improve health and immunity, they are not magic bullets. People living with chronic illnesses who have suspected or confirmed COVID-19 may need support with their mental health and diet to ensure they keep in good health. Seek counselling and psychosocial support from appropriately trained health care professionals and also community-based lay and peer counsellors.