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Dr. Sunil Kumar Sharma, IRSME  
उप महाप्रबंधक (सा)  
Dy. General Manager (G)



दक्षिण पूर्व रेलवे  
महाप्रबंधक का कार्यालय  
11, गार्डनरीच रोड, कोलकाता-700 043  
**South Eastern Railway**  
General Manager's Office  
11, Garden Reach Road, Kolkata-700 043

No DGMG/Important/Pt.-I/2019-20/1016

Date : 01.06.2020

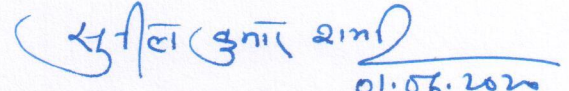
To

DRMs: ADA, CKP, KGP, RNC  
South Eastern Railway

**Sub : Standard Operating Procedure for Front Line Staff.**

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

This is issued with the approval of General Manager

  
(Dr. S.K.Sharma)  
Dy. General Manager (G)

**Encl.:** SOP for Front Line Staff.

**Copy to ;**

Secretary to GM for kind information to GM.

Dy. Secy to AGM for kind information to AGM.

All PHODs for kind information



**1.0 STANDARD OPERATING PROCEDURE FOR THE STATION STAFF:**

1. All the staff shall be provided with the following material to use while on duty:
  - a. Masks/Reusable Face covers
  - b. Hand Gloves,
  - c. Sanitizer
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, almirah handles 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 while handing/ 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/use of sanitiser 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, and such instruments should be santised after the maintenance staff have finished their work.
10. Frequent announcement for maintaining cleanliness and not spitting should be done on PA System.
11. Station 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.
12. For sanitization of equipments and surfaces, any non-toxic, non hazardous and user-friendly disinfectant may be used.



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

**TICKET CHECKING STAFF:**

1. All the staff shall be provided with the following material to use while on duty:
  - a. Masks / Reusable Face Covers
  - b. Hand Gloves,
  - c. Sanitizer
  - d. Face Shield / spectacles / un-numbered glasses.
2. Only confirmed passengers will be allowed to enter the ticketed areas.
3. The passengers will be scanned through a thermal scanning system before entering the station (paid area).
4. 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.
5. From the starting station; information regarding the vacant berths shall be fed into the system.
6. 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.
7. It is advisable that all the ticket checking staff wear Face shield or spectacle Glasses to protect their eyes. Even if a person does not need spectacles, he should wear plain (un-numbered) glasses to protect his eyes.
8. It is also advisable to carry pouches of liquid soap and clean hand towels.
9. If during the journey a passenger is found with developed symptoms of COVID like fever, he/she shall be isolated with the help of RPF.



**Ticket Counter/ Goods / Parcel Booking and other staff:**

1. All the staff shall be provided with the following material to use while on the duty:
  - a. Masks/ Reusable Face Covers
  - b. Hand gloves,
  - c. Sanitizer
2. The Parcel staff & Goods Staff should wear Hand Gloves in addition to Mask/ Reusable Face Covers
3. Passengers should be encouraged to use mobile app and insist on UPI payment and debit/credit cards (wherever POS machine is available) while booking the tickets on counters.
5. The UV Light based currency sanitizing machine shall be in working condition and currency notes, coins and forms 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. Two-way mic and speaker system at reservation counters should be used for communication between the customer and Railway Staff.
8. Issuing of platform tickets to 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, if possible.
9. Cloak Room facilities should be closed.

**Other staff at stations**

10. Sanitizer, mask/face cover and hand gloves may be provided to the on duty attendants of Retiring/Waiting rooms.
11. Booking Offices, parcel/goods offices, retiring rooms and waiting rooms should be sanitized frequently preferably daily.
12. For sanitization of equipments and surfaces, any non-toxic, non-hazardous and user-friendly disinfectant may be used.



### **3.0 SOP for frontline RPF Staff**

1. All the staff shall be provided with the following material to use while on duty:
  - a. Masks/ Reusable Face Covers
  - b. Hand Gloves,
  - c. Sanitizer
  - d. Face Shield / spectacles / un-numbered glasses.
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 handing /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, spectacles/unnumbered glass 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/ Face Covers, gloves, face shield, spectacles/unnumbered glass 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.



**4.0 STANDARD OPERATING PROCEDURE FOR OTHER TRAIN TRAVELING STAFF (having direct passenger interface):**

1. All other train traveling staff shall be provided sufficient no. of following material to use while on duty:
  - a. Masks/ Reusable Face Covers
  - b. Hand Gloves,
  - c. Sanitizer
  - d. Face Shield / spectacles / un-numbered glasses.
2. Staff shall sanitize the frequently touched equipments with a cloth and disinfectant without pouring the liquid on the electronic parts. This should be done just after taking over the charge.
3. If, staff needs to interact with general public/Passengers, then proper physical distance shall be maintained.
4. Lunch, Tea should be taken only with proper physical distancing and proper cleanliness.
5. The entry books, registers etc. shall be touched only with gloves in hands.
6. Mask to be worn all the time, specially while talking on phone.
8. While handing over / taken over memos 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.
9. For sanitization of equipments and surfaces, any non-toxic, non-hazardous and user-friendly disinfectant may be used.
10. If during the journey a passenger is found with developed symptoms of COVID like fever, it shall be isolated with the help of RPF.
11. All escorting staff (including contractual staff) shall be thermal screened for their temperature.
12. Ac Mechanic, Power Car Staff and other staff accompanying coaches shall follow the instructions issued by RDSO vide No.EL/(7.2.2) dated 22.05.2020.
13. Spitting in public places will be prohibited and outsiders shall not be allowed to enter in Power Car / Guard Van.



## **5.0 Guidelines regarding Food, Nutrition and Lifestyle for all Front Line staff**

- i. Yoga and moderate forms of exercise should be done for fitness and boosting immunity.
- 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. Follow the SOP as issued by ministry of health/DoPT/Railway Board from time to time.
- v. Maintain personal hand hygiene, respiratory hygiene and environmental hygiene. Avoid touching of any object in the office and home also.
- vi. Avoid going to crowded places/market, hospitals, health units. Visit these places when extremely necessary.
- vii. In addition , staff may follow Nutrition advice for adults during the COVID-19 issued by World Health Organization's EMRO (Eastern Mediterranean Regional Office) which can be accessed at following link <http://www.emro.who.int/noncommunicable-diseases/campaigns/nutrition-for-adults-during-covid-19.html>

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