

Railway Station Safety Initiative

By



Revenue and Disaster Management Department

Government of Haryana



RAILWAY STATION DISASTER MANAGEMENT PLAN

Railway Station, Jhajjar

2014-15



CENTRE FOR DISASTER MANAGEMENT

HARYANA INSTITUTE OF PUBLIC ADMINISTRATION, GURGAON

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Chapter 1

Disaster Management in Indian Railways

“Railway Disaster 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.”

In India, the railways are the most preferred mode of transport both for the movement of people and goods consignments in bulk. Indian Railways is spread over a vast geographical area over 63000 route kilometers. Unlike in other countries where the role of Railways, in the event of a disaster, is restricted to clearing and restoring the traffic, in our country Indian Railways handles the rescue and relief operations. The ‘Citizen Charter’ of the Indian Railways also spells out the railways’ commitment in providing safe and dependable train services to passengers. The Indian Railways were managing disasters relating to train accidents in accordance with the rules and procedures contained in the Accident Manual 1992. Increasing traffic density, longer length of trains with a large number of passengers on board, higher operational speeds of trains, emerging technologies etc., called for a paradigm shift from the existing level of preparedness and readiness to combat any disastrous situation to a much higher level of an effective ‘Disaster Management System’ on which more than 20,238 number of trains ply, carrying about 23 million passengers and hauling nearly 2.77 million tones of freight every day. Therefore, the safety of operations on the Railways and the safety and security of the millions availing the services of the Railways are of paramount importance. India is vulnerable, in varying degrees, to a large number of natural as well as man-made disasters. Heightened vulnerabilities to disaster risks can be related to expanding population, urbanization and industrialization, development within high-risk zones, environmental degradation and climate change. It can also be related to increase in terrorism around the Globe.

Rail Accidents and Disaster Management

The concept of a Disaster was not adequately and comprehensively defined on Indian Railways, till the year 2005. It was accepted that a Disaster situation implies, on the railways,

to cover only cases of serious rail/train accidents. The definition of Disaster Management (DM) as given by the Government of India was legislated for the first time in the Disaster Management Act, 2005. The broad principles of disaster for any department of the Government changed to the concept of any incident which could not be handled with alone by that department i.e. if it was beyond the coping capacity of a particular department, the incident could be termed as a disaster. With this came the concept of the departments of Government of India as also the State Governments required to join hands to extend whatever facilities were available with them to provide relief/rescue and mitigation on the occurrence of a disaster.

Disaster in the Railway context was traditionally a serious train accident, caused by human/equipment failure, which may affect normal movement of train services with loss of human life or property or both. This is now extended to include natural and other manmade disasters.

Classification of rail accidents by effects

- ✚ Collisions
- ✚ Head-on collision
- ✚ Rear collision
- ✚ Collisions with buffer stops
- ✚ Obstructions on the line (road vehicles, landslides, avalanches)
- ✚ Derailments
- ✚ Plain track
- ✚ Curves
- ✚ Junctions
- ✚ Other
- ✚ Fires and explosions (including sabotage/terrorism)
- ✚ Falls from trains, collisions with people on tracks

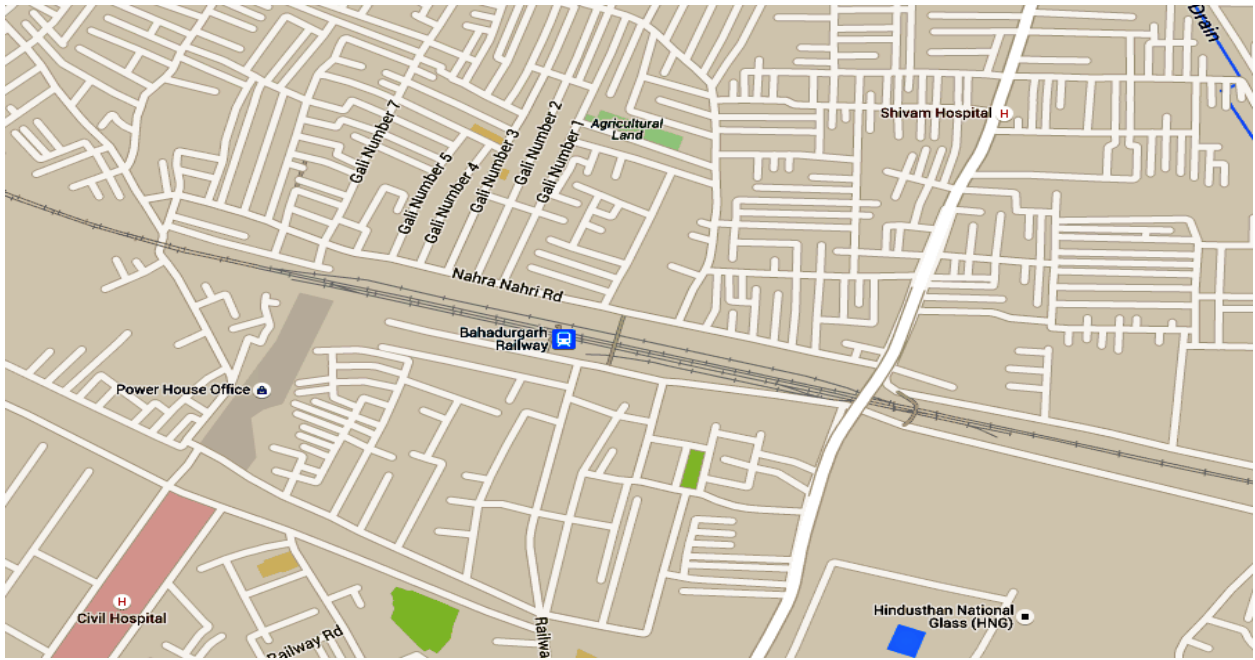
Classification of rail accidents by causes

1. Driver's errors
 - ✚ Passing signals at danger
 - ✚ Excessive speed
 - ✚ Mishandling engine (e.g. boiler explosions)
2. Signalmen's errors
 - ✚ Allowing two trains into same occupied block section
 - ✚ Incorrect operation of signals, points or token equipment
3. Mechanical failure of rolling stock
 - ✚ Poor design

- ✚ Poor maintenance
- 4. Civil engineering failure
 - ✚ Track (permanent way) faults
 - ✚ Bridge and tunnel collapses
- 5. Acts of other people
 - ✚ Other railway personnel (shunters, porters, etc.)
 - ✚ Non-railway personnel
 - ✚ Accidental
 - ✚ Deliberate (vandalism, terrorism, suicide)
 - ✚ Trespassing
- 6. Contributory factors
 - ✚ Strength of rolling stock
 - ✚ Fires resulting from accidents
 - ✚ Effectiveness of brakes
 - ✚ Poor track or junction layout
 - ✚ Inadequate rules
 - ✚ Level crossing misuse

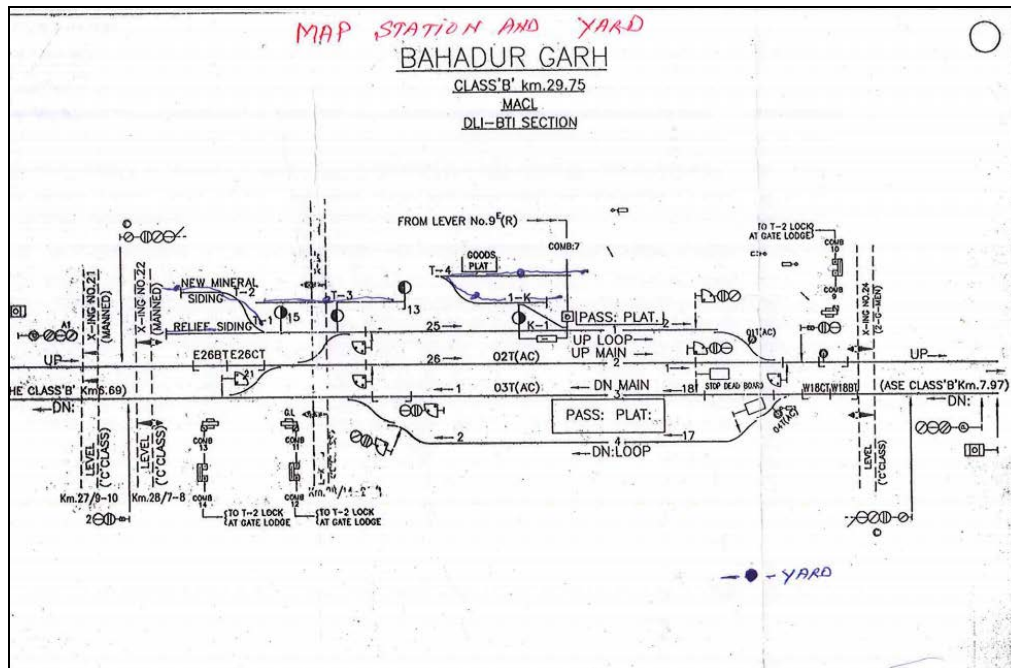
Rail Transport in Bahadurgarh

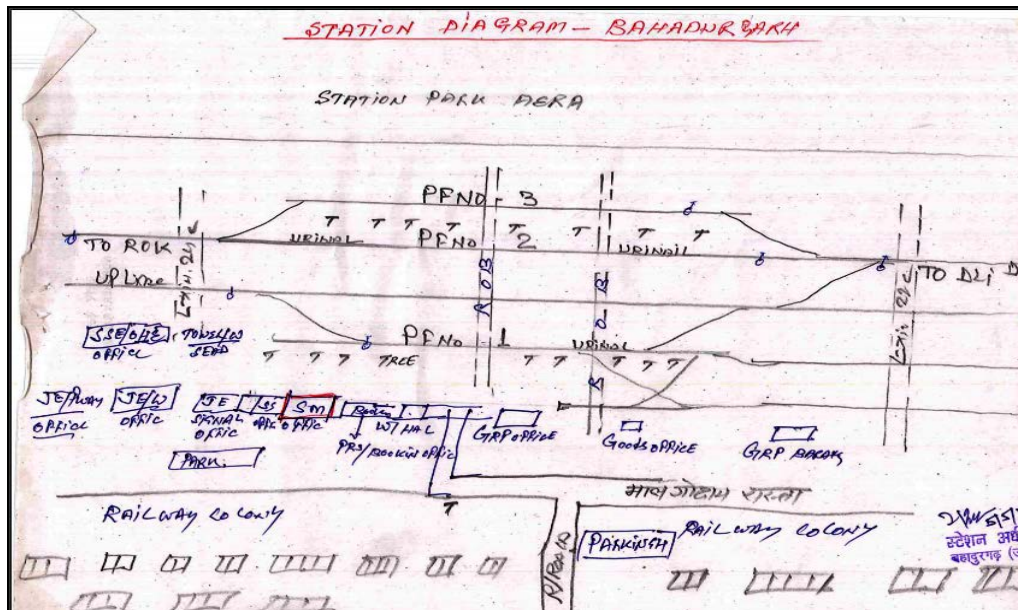
Bahadurgarh is one of the most important rapidly developing cities in the district of Jhajjar in Haryana. With the growth of industries in the city, the demand for better transport services has also arisen. Bahadurgarh is the foremost city on the route to Haryana from Delhi; hence, it is called as the Gateway of Haryana. As it is a part of the National Capital Region, Bahadurgarh is well connected to the neighboring areas by rail. Bahadurgarh is connected to many other important cities like Phagwara, Katni and Bhusaval by means of railways. Several trains ply from the Bahadurgarh railway station. Northern Railways has taken several measures to develop Bahadurgarh railway station.



The pilot scheme of using solar energy for daily operations has been initiated by the Indian Railways. Solar panels with 20kw capacity are being installed on different parts of the station. The power that is generated from these solar panels will be supplied to platforms, booking office, circulating area and service buildings

Layout map of Bahadurgarh railway station





Foundation of Metro Rail in Bahadurgarh

There are plans to connect Delhi Metro to Bahadurgarh by December 2016. The project will have a route length of 11.182 km and a cost of Rs. 1991 crore. Haryana would contribute Rs. 787.96 crore. There are seven stations planned - Mundka industrial area, Ghewra, Tikri Kalan, Tikri border (all in Delhi), Modern industrial estate, bus stand and city park Bahadurgarh (in Haryana) from Mundka to Bahadurgarh. The travel time from Bahadurgarh (city park) to Mundka would be 20 minutes while it would take 45 minutes up to Inderlok and about 50 minutes up to Kirti nagar in Delhi. Delhi Metro Rail Corporation (DMRC) began preparation work on Bahadurgarh Metro Rail Project in May 2013 and aim to have contractors start in August 2013. Length 11.182 km (Elevated). Total stations 7 (Elevated). Progress of civil works up to February 2015 is 38.72%.

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List of Trains From and To Jhajjar Station:

#	Train Name	Arr.	Dep.	Schedule	Origin
1	Himsagar Exp.	01:21	01:04	Monday	Kannya Kumari
2	Andman Exp	01:21	01:04	Tue,Fri,Sat	Chennai
3	Mayur Exp	01:02	01:04	Thursday	Manglore
4	Maha Kaushal	01:02	01:04	Wed	Jabalpur
5	Kota Exp	01:02	01:04	Sun	Kota
6	Bhiwani Pass	05:06	05:08	Daily	Delhi
7	Rohtak Pass	06:04	06:05	Daily	Delhi
8	Gorakh dham	07:02	07:04	Daily	Gorakhpor
9	Kalandi Exp	07:16	07:18	Daily	Kanpur
10	Firozpur Exp	07:35	07:37	Daily	Dsrai Rohila
11	Firozpur Pass	08:15	08:16	Daily	Delhi
12	Rohtak Pass	10:29	10:30	Daily	Delhi
13	Rohtak Pass	11:21	11:22	Daily	Delhi
14	Rohtak Exp	11:45	11:47	Daily	New Delhi
15	Jind Pass	12:53	12:55	Daily	Delhi
16	Ganga Nagar Exp	13:56	13:58	Daily	Delhi
17	Janta Exp	14:17	14:19	Daily	Mumbai
18	Kisan Exp	15:50	15:52	Daily	Delhi
19	Avadh Assam	16:46	16:48	Daily	Guwahti
20	Jhakhal Pass	16:46	16:48	Daily	Delhi
21	Kurukshetra Pass	17:53	17:55	Mon,Tue,wed,Thurs,Fri ,Sun	Delhi
22	Bhiwani Pass	18:13	18:15	Daily	Delhi

23	Narwan Pass	18:36	18:38	Daily	Delhi
24	Sirsa Pass	19:20	19:22	Daily	Tilak Bridge
25	Rohtak Pass	19:50	19:51	Daily	Kosikala
26	Rohtak Pass	20:08	20:09	Daily	Kosikala
27	Abhaudhayan Exp	21:07	21:09	Daily	Howrah Exp
28	Rohtak Pass	21:29	31:00	Daily	Delhi
29	Punjab Mail	22:42	22:22	Daily	Mumbai UT
30	Dhuladhar Exp	23:34	23:36	Daily	Delhi
31	Abhaudhyan Exp	04:35	04:37	Daily	SGDNR
32	Delhi pass	05:09	05:10	Daily	Rohtak
33	Avadh Assam	06:03	06:05	Daily	Lal Garh
34	Kosikala Pass	07:08	07:10	Daily	Rohtak
35	Delhi Pass	07:39	07:40	Daily	Bhiwani
36	Delhi Pass	08:07	08:08	Daily	Rohtak
37	Sirsa Exp	08:30	08:32	Daily	Sirsa
38	Delhi Pass	08:58	09:00	Daily	Jakhal
39	Delhi Pass	09:46	09:47	Daily	Kurukshetra
40	Delhi Pass	10:25	10:26	All days (except Sunday)	Firozpur
41	Firozpur Exp	10:45	10:47	Daily	Firozpur
42	Janta Exp	11:40	11:42	Daily	Jammu Tawi
43	HimSagar Exp	11:55	11:57	Tue	Jammu Tawi
44	Andman Exp	11:55	11:57	Wed, sat, sun	Jammu Tawi
45	Navyog Exp	11:55	11:57	Fri	Jammu Tawi
46	Maha Kaushal Exp	11:55	11:57	Thur	Jammu Tawi
47	Ganga Nagar Exp	12:15	12:17	Daily	Shri Ganga

					Nagar
48	Kisan Exp	13:10	13:12	Daily	Bhatinda
49	Delhi Pass	14:21	14:22	Daily	Rohtak
50	New Delhi Exp	14:45	14:47	Daily	Rohtak
51	Delhi Pass	16:43	16:45	Daily	Rohtak
52	Delhi Pass	18:18	18:20	Daily	Narwana
53	Gorakhdham Delhi Pass	19:06	19:08	Daily	Hisar
54	Delhi Pass	20:21	20:22	Daily	Jind
55	Kaladi Exp	20:33	20:35	Daily	Bhiwani
56	Delhi Pass	21:21	21:22	Daily	Firozpur
57	Delhi Pass	21:50	21:51	Daily	Rohtak
58	Dhauladhar Exp	09:13	09:15	Daily	Pathankot

Chapter 2 Railway Station Profile

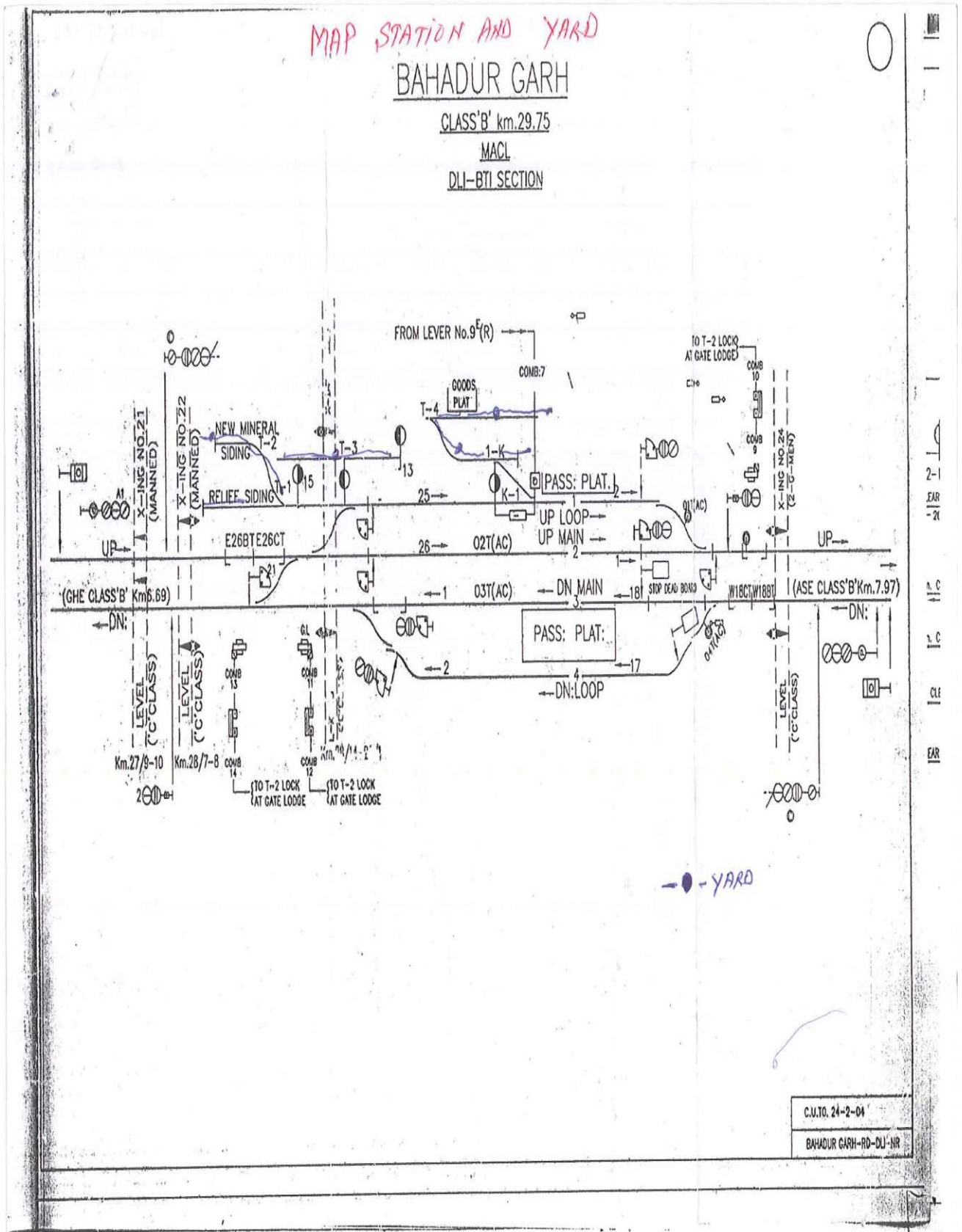
2.1 Railway Station Details

1.	Name of Railway Station Incharge	Station Superintendent Yash Pal Singh Meena
		Mobile 97295-31941
2.	<u>Railway Station Timings</u> : Railway Station Enquiry Booking Branch	24 hr. 6/hours to 22/-hours 24 hr.
3.	<u>Major Branches</u>	1. Operating 2. Commercial

2.2 Possible Hazards:

Hazards (in and around the Railway Station)	Hazard Probability (High / Med / Low)
Rail Accidents	Moderate
Flood	Low
Earthquake	Very High
Building collapse	Low
Epidemic / Contagious disease	Low
Fire	High
Heat Wave	Low
Cold Wave	Low
Industrial / Chemical hazard	High
Stampede	Low
Animal Bite	Low
Snake Bite	Low
Food Poisoning	Low
Others (specify)	-

Yard Accident Map



2.3 Identification of Potential Structural/Non Structural Hazards

Sr. No.	Structural/Non Structural Hazards Areas	Location
	Inside Railway Station	
1.	Gas cylinders	Nil
2.	Other fuel (petrol/diesel/kerosene etc.)	Generator
3.	Chemical bottles	Nil
4.	Main Electrical Boards	Station Plt & office
5.	Hanging Electrical Wires	No
6.	Suspended Ceilings	Nil
7.	Unfixed Almirah/cabinets	Offices
8.	Unfixed wall Frames	Offices
9.	Doors/ Windows	Booking ofc, Stn master ofc, PRS
10.	Open drains/ gutter	Nil
11.	Trees	At plt form 1 & 2 (25)
12.	Defected staircases	Nil
13.	Severely cracked walls	Nil
14.	Others (specify)	-
	Outside Railway Station	
1	Trees	In Railway colony
2	Power Lines	Near by Railway Station
3	Towers	Nil
4	Others (specify)	-

2.4 Resource Inventory

Sr. No.	List of Items	Details of the item	Person Incharge	Contact No. of the person in charge
1.	First Aid Kits	2	Yashpal Singh Meena(Railway)+Rajbir(GRP)	97295-31941
2.	Fire Extinguishers	3	Yashpal Singh Meena(Railway)	
3.	Sprinkler System	-	-	-
4.	Ladder (Nos. and Length)	1+2	Yashpal(Railway)+Rajbir Singh(GRP)	-
5.	Rope (Nos. and Length)	6	Rajbir Singh(GRP)	-
6.	Stretchers	2+2	Rajbir(GRP)+ Yashpal (Railway)	-
7.	Torches	2+6	Yashpal(Railway) + Rajbir(GRP)	-
8.	Hammers	1+1	Yashpal (Railway) +Rajbir(GRP)	-
9.	Generators / UPS	1	Rajbir(GRP)	-
10.	Floor Carpets/ Daris	2	Rajbir(GRP)	-
11.	Blankets	6	Rajbir(GRP)	-
12.	Others			

2.4 Nearest Resources

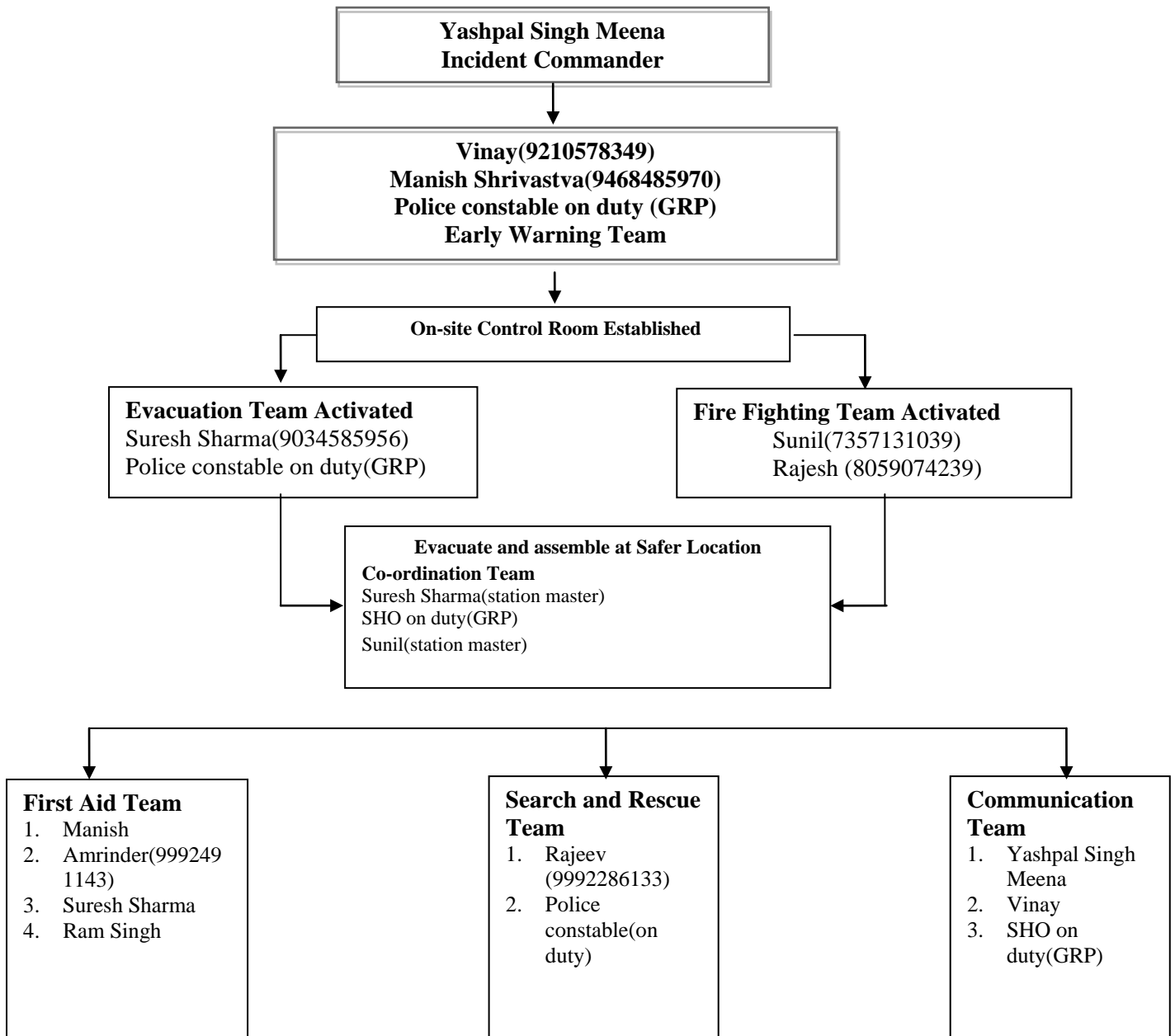
Sr. No	Nearest Resource	Distance in Kms	Contact no
1	Police Control Room, Bhadurgarh	1.5 kms	01276254212
2	GRP control room	In station	01276220515
3	Fire Station, Bhadurgarh	½ kms	01276230500
4	Hospital, Bhadurgarh	2 kms	01276230294
5	Ambulance Services	2 kms	01276230294
6	Bus Stand, Bhadurgarh	1.5 kms	

2.5 List of Hospitals for Emergency Management

Sr. No.	Name of the Hospital/Doctor's Name	Contact No
1	Delhi Hospital	01276230670/230607
2	Braham Hospital	01276236666/231336
3	Misson Hospital	01276236859/230900
4	Jivan Hospital	01276267167267070

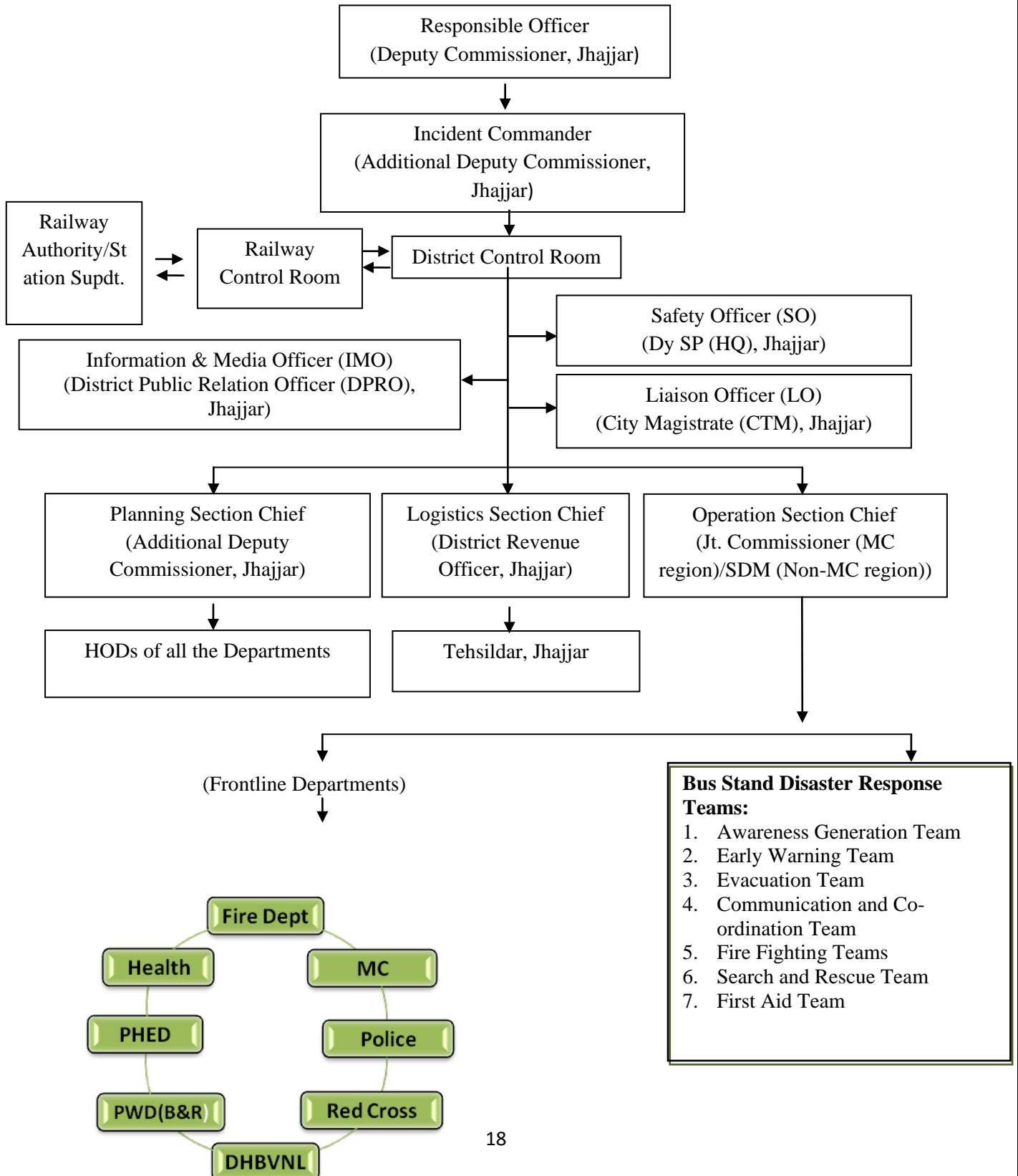
Chapter 3 Response Mechanism

At the onset of the Hazards, the mechanism for Response is as follows:



Off- Site Response:-

For any off site response Incident Response System, (IRS) as per District Disaster Management Plan, Sirsa shall be followed. The IRS flowchart of Command Staff is given below:



Sr. No.	Department	Responsibility
1.	Police Department	<ol style="list-style-type: none"> 1. Corden of the area 2. Provide Security to the property/ records/ documents 3. Crowd Management 4. Communication (Wireless) 5. Maintain law and order
2.	Revenue Department	<ol style="list-style-type: none"> 1. Co-ordinate overall response 2. Provide/ procure response equipments
3.	Health Department	<ol style="list-style-type: none"> 1. Provide ambulances 2. Conduct Triage 3. Provide emeregency medicle response
4.	Fire Department	<ol style="list-style-type: none"> 1. Assess Fire; Fight fire 2. Search and Rescue person
5.	DVHBN	<ol style="list-style-type: none"> 1. Provide electricity as and when required 2. Cut off power supply when needed 3. Provide generators during response
6.	PWD (B&R)	<ol style="list-style-type: none"> 1. Provide heavy duty equipment for response
7.	MC	<ol style="list-style-type: none"> 1. Provide JCBs, Cranes or other heavy duty equipment
8.	PHED	<ol style="list-style-type: none"> 1. Provide water through water tankers
9.	Any other Department	Resources from any department can be procured during emergency as per the direction of the RO.

1. Annexure

Emergency Contact Number		
Police	Fire Brigade	Ambulance
100	101	102

Name of Officer	Designation	Contact No. (Office/Residence/Mobile)		
Administration				
Anshaj Singh (IAS)	D.C. Jhajjar	252448	252446	8053121100
Pushpender Singh (HCS)	ADC Jhajjar	252442	252742	9810915750
Naresh Kumar HCS	S.D.M. Jhajjar	252002		9971795042
Amardeep Jain HCS	S.D.M. Bahadurgarh	230306		9991236555
Dr Ekta Chopra, HCS	CTM, Jhajjar	252556	253222	9971795554

Revenue and Disaster Management Department			
O.P.Godar	DRO, Jhajjar	254270	94165-74025
Jitender Kumar	Tehsildar, Jhajjar	252448	9416740468
Raghubir saini	Tehsildar, Bahadurgarh	230595	8689058830
Parmod Kumar	Tehsildar, Matanhail		9416164064
Pardeep kumar	Naib Tehsildar, jhajjar		9728232126
Hitender	Naib Tehsildar, Bahadurgarh		9991099929
Rattan lal	Naib Tehsildar, Matanhail		8053522522
Umesh kumar	Naib Tehsildar, sahlawas		9466212294
Saroj Bala	FRA		9050749314

Food and Supply			
Ashok Sharma	D.F.S.C.	252516	9416406699
Azad Singh	Supdt.		9253725585
Indora	AFSO		9253725585

Haryana Roadways			
N. K. Garg	GM, Haryana Roadways	256190	9671106947
Jai Singh	T.M.	256100	9996812898

Health Department				
Pardeep Kumar	Civil Surgeon, Sirsa	240155	240669	92151-56187
	Dy.CS (NRHM)	241607		94160-77990
	Medical Supdt.	240122		94164-33900
	Distt.Health Officer			94667034889
	Distt.Family Wel.Officer	240159	243178	98960-26667
	Distt.Ayurvedic Officer	240012		94168-67221
	A.M.O.	242333	238942	99920-16311
	DETC (ST)	247621		8800772461
	DETC (X)	247164		9416658005

Fire Brigade			
R.S.Dhaiya	Fire Officer	9466233862	
Ravinder	Fire Officer Bahadurgarh	9466233862	

POLICE			
NAME	Designation	PHONE	CELL NO
Sunil kumar	SP Jhajjar		
	Reader/SP		8814011631

Dheerj kumar	DSP (HQ)		8930500601
	DSP Bahadurgarh	247456	88140-11603
Insp subhash	SHO Beri	220291	88140-11604

Other Important Contact Nos.

Central Government Disaster Management Authorities			
National Disaster Management Authority, New Delhi	Control Room	011-26701728	-
National Industrial Security Academy, CISF	-	040- 04252265, 04256231	-
CISF	-	011-24361125	-
BSF	-	011-24362181	-
India Meteorological Department	Director General	011-24611842	-

Chapter 4. Mock-Drill

Mock drills are the way of testing the Railway Station Disaster Management Plan. The mock drill on earthquake, fire, etc. should be conducted once in every six months, and the deficiencies should be assessed for the purpose of updation of the plan. This section of the plan should clearly indicate the steps to be followed to conduct the mock drills and the responsibilities of the teachers, non-teaching staff and students should be delineated. If required, the Railway Station authorities should invite the Fire Service Officers, doctors from Health Department, trainers from Red-Cross Society trained Civil Defence volunteers and volunteers from NGOs for support in conducting the mock drills.

Earthquake drill:

1. Practice drop, cover and hold.
2. Once evacuation starts, evacuate people in less than 10 minute without pushing and falling.
3. Evacuate Railway Station in less than 4 minutes using different exits.
4. Look out for nears and dears
5. Stay away from weak areas / structures.
6. Perform head counts when reach at assembly area.
7. Help those who need assistance

Fire Drill:

1. Evacuate from the site.
2. Practice Stop, Drop and Roll in case your clothes catch fire.
3. Cut off electricity from main switch and remove or close down gas connections.
4. Evacuate people in less than 1 minute without pushing and falling.
5. In case of heavy smoke, crawl out safely from the affected area.
6. Evacuate Railway Station in less than 4 minutes using different exits/fire exits.
7. Help those who need assistance.

Chapter 5.
Assessment check list

A. Fire Safety Assessment

1. Are fire extinguishers installed in the Railway Station ?
Yes 3 fire extinguisher, 3 sand bucket installed in Railways Station
2. Are they in working condition?
No
3. Are staff members trained to use fire extinguishers?
Yes, 3 station masters are trained in fire fighting
4. Are they located at appropriate positions (hazardous locations)?
Yes, outside station master's control room
5. Are they placed at appropriate height (accessible height)?
Yes
6. Are instructions indicated on extinguishers?
yes
7. Is the language of instructions understood by all?
Yes
8. Is hydrant point in the Railway Station ?
Yes, 8 hydrant points
9. Are there Sand Buckets in the Railway Station ? (specify in Numbers)
Yes, three sand buckets
10. Are there Water Buckets in the Railway Station ? (specify in Number)
Yes, two water buckets
11. Is emergency fire fighting training and SOP disseminated to the staff?
No
12. Are do's and don'ts displayed at appropriate locations?
No
13. Are emergency contact numbers displayed at appropriate locations?
No
14. Are Railway Station maps and escape routes displayed at appropriate locations in the
Railway Station ?
No

15. Is the emergency exit door present in the Railway Station ?

Railway station located at open area, no boundary in railway station

16. Do you dispose flammable scrap at proper sight regularly?

No

17. Are the Fire Safety Norms followed in the Railway Station ?

Yes

18. Is fire safety audit conducted annually?

No

(Attach fire safety audit report)

B. Electrical Safety Assessment

1. Is the central shutdown system in place?

Yes

2. Has the MCB system been installed?

Yes

3. Are the wires coated with insulating material?

Yes

4. Are receptacles installed to cover live wires?

Yes

5. Are electrical equipments and wires checked and replaced (if required) at every six months?

No

6. Are those equipments which get heated, installed at least 1 meter away from any kind of combustible material?

No

7. Is the earthing properly done in the Railway Station ?

Yes

8. Is any defective electrical equipment in use in the Railway Station ?

No

9. Are there any lives wires lying or tangled in open?

No

10. Is any plug point used for multiple loads?

No

Specify at how many points:

(Attach electric safety audit report)

C. Non Structural Safety assessment

1. Are the cabinets/*almirahs* placed away from exit doors?

Yes

2. Are abinets/*almirahs* properly fixed to the wall?

No

3. Are these cabinets/*almirahs* empty on the top?

Yes

4. Are desk placed with proper distance between them for easy movement?

No

5. Are evacuation routes, passages and stairways clear from obstacles (like flower pots, cupoards, bookshelves, big dustbins etc.) for evacuation?

Yes

6. Are fans and lights secured with ceiling?

Yes

7. Are bottles used for storing the chemicals in laboratories secured and protected against shattering?

Not applicable

D. Structural Safety assessment

1. How old is Railway Station building?

2. Is building structure earthquake resistant?

No

3. Is there any portion in the building which shows sign of cracks?

If yes, specify the locations

No

4. Are the Building Safety Norms followed in the Railway Station?

No

5. Has the building safety audit conducted by the structural engineer?

No

(Attach building safety audit report)

Chapter 6. Emergency Mock Drill Reporting Format

Person Completing the Format/ Designation		Date
Time Alarm Sounded:	Time Drill Concluded:	Time to Evacuate
Type of Drill	Notification / Alert Method	Weather Conditions
<input type="checkbox"/> Fire / Evacuation <input type="checkbox"/> Bomb Blast <input type="checkbox"/> Shelter-in-Place <input type="checkbox"/> Earthquake <input type="checkbox"/> Medical Emergency <input type="checkbox"/> Other:	<input type="checkbox"/> Bell or Buzzer <input type="checkbox"/> Enhanced Alert System <input type="checkbox"/> Phone <input type="checkbox"/> Voice Notification <input type="checkbox"/> Siren	<input type="checkbox"/> Clear <input type="checkbox"/> Cloudy <input type="checkbox"/> Rain and wind <input type="checkbox"/> Hot/Cold
Participants		Situation at Start of Drill:
<input type="checkbox"/> Authorities <input type="checkbox"/> Safety Personnel <input type="checkbox"/> Employees/Staff <input type="checkbox"/> HOD <input type="checkbox"/> Fire Department <input type="checkbox"/> Emergency Medical Services <input type="checkbox"/> Police <input type="checkbox"/> Red Cross <input type="checkbox"/> Other		<input type="checkbox"/> Before Lunch Hours <input type="checkbox"/> During Lunch Hours <input type="checkbox"/> After Lunch Hours <input type="checkbox"/> Peak working Hours
Participants have previously trained on emergency procedures.		Employees previously trained on emergency procedures this year?
<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No
Incident Command System as per IRS used?	Incident Commander/Designation	
<input type="checkbox"/> Yes <input type="checkbox"/> No		

Problems Encountered

- Congestion in hallways
- Alarm not heard
- Employees unsure of what to do/doesn't
- Staff unsure of responsibilities / response
- Unable to lock doors
- Windows left open
- Doors left open
- Lights left on
- Personnel not accounted
- Personnel run towards lifts
- Lifts are shut down.
- Difficulties with evacuation of disabled personnel.

- Communication problems
- Phone problems
- Chaos
- Long time to evacuate building
- Personnel not serious about drill
- Improper or unavailable supplies
- Confusion
- Doors or Exits blocked
- Delay in Medical response
- Delay in Fire service response
- Delay in Security response
- Interagency miscommunications
- Command, Control & Coordination problems
- Other:

Mitigation / Plans for Improvement

- Additional training for emergency response teams members.
- Additional staff training
- Address need for additional equipment/resources
- Improved emergency supplies

- Cooperative planning with responders
- Revised emergency response procedures
- Other: