

GUJARAT METRO RAIL CORPORATION (GMRC) LIMITED

(A SPV of Govt. of India & Govt. of Gujarat)

(Formerly known as Metro-Link Express for Gandhinagar And Ahmedabad (MEGA) Company Limited)



Standard Operating Procedure **(Post-Lockdown Revenue Services)**

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Standard Operating Procedure

(Post-Lockdown Revenue Services)

Upon resumption of metro services after this ongoing lock-down period the GMRC corridor operation shall, in-general, be following the directions, if any, issued from time to time by Central Government or Government of Gujarat.

1. Objective

This Operation Plan has been prepared with an objective to enlist the measures required to mitigate the spread of COVID-19 and also to ensure safe train operation, post lock-down period.

2. Purpose

In Public transport system, high number of people are accommodated in a confined space with limited ventilation, therefore, Public transport systems are perceived as a high-risk environment for the ongoing Covid-19 Pandemic. This requires the mitigation for the associated risks/challenges, such as;

- Requirement to take additional cleaning and hygiene related measures to avoid the spread of Covid-19.
- Requirement to run awareness campaigns to build the public and media perception.
- Staff awareness measures and provision of necessary PPEs to prevent spread of infection amongst staff

3. Health & Hygiene

World Health Organization (WHO) has declared COVID-19 a pandemic. The cases are rapidly growing in the city of Ahmedabad, the situation in any region can change rapidly depending on how strict the control measures have been adopted by that region. It is, thus, imperative that transmission of infection should be curbed by adopting the right method of sanitization, containment and distancing measures. It is more important for public transport to adopt such strategies as people travel in relatively confined spaces.

GMRC shall aim to curb the spread of infection on its network by adopting the right operational procedures, social distancing, and cleaning & sanitization measures for commuters and its own employees.

Such measures are enumerated hereinafter.

4. Cleaning and disinfection/sanitization measures

4.1. Train

4.1.1. Train Cleaning and Disinfection

Regular train cleaning shall be done as per nominated/existing frequency. In addition to this, the train interior shall be disinfected thoroughly before and after revenue service and on completion of certain trips on regular intervals. The frequently touched areas inside the saloon, such as grab rails, grab poles, grab handles, passenger seats, doors surface from inside shall be disinfected at terminal station on completion of every round trip.

4.1.2. Air-conditioning

CPWD has issued COVID 19 guidance for Air Conditioning and Ventilation. The followings points to be followed while using air cooling and air conditioning devices in metro Depots & Stations:

- Fresh air intake through open windows and door etc.
- Maintaining temperature in the range of 24-30 degree Celsius. Hence, humidity level shall be maintained within range (40 – 70 %). **Please note that higher temperature will gives lesser relative humidity.**
- Cleaning of filters, grills & diffusers shall be monitored by E&M dept.

Special Note:- The surface of all diffusers, grills to be cleaned with 5% Cresol solution (containing 50% Cresol and 50% Liquid soap solution). Mix 1 liter of this solution in 9 liters of water. The cleaning of diffusers and grills may be carried out in Depot and stations by respective cleaning contractors.

While entering in to Technical Rooms, the followings steps to be followed

- While entering the room change the HVAC systems in to fan mode.
- Try to keep open the room door & windows, if exhaust fan available nearby area try to run the exhaust fan also.
- While leaving the room change the HVAC systems in to cool mode and set temperature at 24-30 degree.

While doing Preventive Maintenance, the followings steps to be followed

- Staff should wear mask and hand gloves.
- During the maintenance all doors & windows should be kept in open conditions. If, exhaust fan available nearby area try to run the exhaust fan also.
- The Filters, grilles, diffusers & internal surfaces: as recommended by ISHRAE 5% Cresol solution (containing 50% Cresol and 50% Liquid soap solution). Mix 1 liter of this solution in 9 liters of water. The surface shall be sprayed with this solution, left for 10 minutes and then washed / wiped clean with water / cloth. (the above methodology is only for washable filters).

- After the Preventive Maintenance of HVAC system, all the air conditioners should be run in fan mode for a period of 2 hours and all the doors and windows should be in open condition.
- After completion of 2 hours Start the AC in normal mode and set temperature range in 24 to 30 degrees.

4.2. Stations

4.2.1. Platform and concourse

The EW priority reach stations are of open design and natural ventilation is available. Thus these have less risk than indoor areas due to air flow and exposure to sunlight. Therefore, cleaning and disinfection efforts in these areas, apart from the regular cleaning measures shall be targeted to frequently touched/contaminated surfaces such as AFC gates, ticket counters, escalator hand rails, staircases railing, lift buttons, platform seats etc.

4.2.2. Indoor areas

All rooms like station control rooms, TOM, EFO, CC, staff room, security control room, technical rooms etc. shall be mopped with disinfectant on regular intervals. Deep cleaning shall be done during non-revenue hours.

4.2.3. High contact areas

High contact areas such as Lift buttons, handrails of escalators, ticketing counter slabs, staircases railing, AFC gate reader, etc. shall be cleaned frequently by mopping with a linen/absorbable cloth soaked in disinfectant.

Other frequently touched areas for staff like table tops, chair handles, keyboards, mouse, mouse pad, etc. shall also be cleaned at every shift end. For metallic surfaces like door handles for SCRs and ticketing and other rooms etc. shall also be cleaned on regular intervals.

4.2.4. Toilets

Housekeeping staff working in toilets shall always wear disposable protective gloves while cleaning a toilet. The toilet surfaces such as wash basin, toilet pots, floor, tiles etc. shall be disinfected on frequent intervals.

5. Guidelines for commuters

GMRCCL is committed to deliver a safe & hygienic commuter experience to customers, post lockdown. To instill trust & confidence within commuters, we have planned to depute guidelines at various interaction points as shown below:

- All commuters to have down loaded Aarogya Setu app on their Mobile.

- All commuters entering metro premises have compulsorily to wear masks at all times while at station or on train.
- It is mandatory for all commuters to pass through thermal screening at entry point.
- Commuters with abnormal temperature and symptoms like cold, cough & flu will not be allowed to travel.
- Physical distancing to be followed by commuters at all queue-up points like ticketing counter, security, gate, train entry and inside train.
- Security frisking to be carried out in a contact-less manner.
- Hand sanitizers to be made available at station entry, TOM and EFO.
- Advisory announcements shall be done across stations and in trains to maintain physical distancing and precautions while travelling.
- Physical distancing to be maintained while travelling in the train.
- Report of any untoward incident at customer care counters.
- Usage of lift shall be avoided. However, for needy ones, maximum 2 people per lift shall be allowed.

6. Public awareness

It is also important that measures we are intend to take regarding, cleaning & sanitization, containment and social distancing are rightly conveyed to commuters for their awareness, as instructions and for allaying their fears. Thus, we will provide communication at various interaction points as described below:

- 6.1. Disseminating pertinent information to public at large like contents in form of video and images provided by MoHUA. This shall be done through posters at entry, TOM, EFO and concourse, and LCD screens inside the trains.
- 6.2. Communication at various interaction points. Table below provides for the proposed communication regarding various efforts planned to be undertaken by GMRCL for awareness of commuters.

Interaction Points	Hygiene method	Communication Method	Message
Station Entry	Sanitizers, Health check	Poster, Verbal	Keep Safe distance, use of mask
Frisking Point/Security check		Floor markings	Maintain social distance
Ticket Office	Sanitizers	Poster, Floor markings	Maintain social distance, Cashless Transaction Only
AFC Gate, Platform, Trains		Floor markings, announcements, posters, LCD Screens	Do's & Don'ts of Covid-19

Details of signage and markings to be used are attached as **Annexure - A**.

7. Staff Health & Hygiene

Staff is equally important for GMRCL to Operate and Maintain the system efficiently. Therefore, we shall also focus on the efforts on staff, trying to protect them from the disease and preparing to deal with absenteeism.

7.1. General measures

- Staff to wear Personal protective equipment (especially mask and hand gloves) and shall follow other hygiene measures stipulated in the document.
- Touch free hand sanitizing stands shall be installed in office and station premises (especially at the entry) and near high contact surfaces.
- Weekly meetings shall be replaced by tele conferences/VC meetings to reduce contact between employees.
- External meetings, as much as possible shall be done online and smaller groups with appropriate seating spaces.
- Staff travels (outside the city) to be avoided as much as possible for the next few months.
- Large gatherings are discouraged, seating, at least 6 feet away from each others, on job sites and in gatherings, meetings and training sessions shall be followed.
- Nomination of one Dy. HOD on weekly basis who will carry out surprise inspections during the week (at least every alternate day) at stations to see all SOPs/instructions are being followed. Report to be shared in Weekly review meeting.

7.2. Safety & Security

- PPE kit (Face shield, face mask and gloves) shall be provided to employees/security personnel, who are likely to be in proximate contact with commuter and for longer duration.
- To maintain social distancing, pre-recorded advisory shall be communicated to commuters through announcements in stations & trains and through media.
- Mock drills/trial run shall be conducted, keeping in view various scenario with respect to COVID -19 before commencement of metro services for public.

8. Measures to be taken at office and Depot

- Thermal guns (to read the temperature), shall be made available at Depot Gate and temperature of all staff shall be checked by security personnel. Staff who is unwell shall not be allowed to enter the office.

- Usage of lift shall be discouraged. However, for needy ones, maximum 2 people per lift shall be allowed.
- Biometric systems shall remain off and only face recognition based attendance shall be followed.
- Basic etiquettes shall be circulated to all employees through Emails as what they have to follow, including washing of hands, coughing etiquettes, identification of symptoms, no spitting/ cigarette butts discard, lift usage guidelines, lunch hours, way of greeting, disinfection & cleaning of laptops/mobile phones/laptop bags etc),
- JGM/DGM Depot along with AM Civil to carryout regular check to see sanitization or other activities of depot. Report to be shared in weekly review meeting.

9. Actions required from respective Managers

- Staff/Managers will generally keep themselves updated about the latest hot spots / containment zones in the city and, to the extent feasible, avoid rostering the staff from those areas.
- Manager will keep track and take decision about resumption of duty by any staff that was quarantined because of some reason(s), after passage of pre-decided quarantine period.
- Managers will elaborate its functioning and record keeping separately, following the guidelines listed in this document.
- Respective department managers to ensure and maintain sufficient stock of mask and sanitizer for their staff.
- Counseling of staff by respective manager/DGM on weekly basis through VC

9.1. Staff rotation and seating

- The number of employees will be reduced (for effective social distancing) at the workplace as per latest government directives and the remaining staff will be asked to work from home. This will be done through rotation.
- Shift timings/office reporting time of staff to be adjusted so, that less number of staff interact while at reporting and relieving, esp for OCC, Crew control and places where multidepartment work together.
- Revised maintenance plan be prepared for various wings viz Rolling Stock, E&M, S&T, Civil etc.
- The maintenance plan will have smaller fixed work groups. Fixed teams is also important as the same person(s) will not get exposed to a larger population.
- Any sick staff shall immediately report to controlling officer and take sick leave.

- Promotion of work from home shall be done for the staff who can effectively deliver the desired services from home. Work from home will not be automatic but will be as decided by the HoD.
- Priority for work from home will be given to those employees who have existing underlying medical conditions, which put them at higher health risk if exposed to Covid-19 (Medical evidence may be required).
- In the unfortunate scenario of absenteeism of staff due to infection or wherever an employee's house falls in the hotspot or containment zones where the inward and outward movements are prohibited by the government, the back-up staff would be needed. Therefore, a list of backup staff shall be maintained in order to identify employees, who could act as back up for critical positions.

10. Out sourced services Support

10.1. Control and Sanitization measures at offices

- **Office:** Every desk space, corners, lifts, staircase handles, door knobs, chair handles, electrical switch points, wash rooms etc to be cleaned/ disinfected between two shifts.
- **Washrooms:** Washrooms shall have liquid soap and hand dryers / tissue papers. Housekeeping staff working in toilets shall always wear disposable protective gloves while cleaning a toilet.
- Housekeeping staff to be separately addressed for their training on activities required during this period. They will be motivated and ensured that they are well equipped to perform enhanced level of cleaning.
- Check the required stock of disinfectants, tissues, liquid soap, thermal scanner, masks, gloves, etc and follow a process to track and report available quantities of stocks like PPE, disinfectants, etc.
- Unnecessary movement of Housekeeping staff to be discouraged and they should be assigned a fixed area of work.

10.2. Pantry facilities

- All crockery including cups, plates, glass, etc. to be locked and if required only disposable plates, cups and glass to be used.
- Staff should carry their own water bottles and tea/coffee mugs. They should clean it themselves rather than sending it for someone to clean, else use disposable ones.

- Perfect cleanliness and sanitization to be followed in kitchens, pantries, drinking water dispensing unit area, etc.

10.3. Transport

- Vehicles used for transporting operating staff should have hand sanitizers.
- It shall be ensured that these vehicles are not being used for any duty outside the GMRCL duties and that keys, vehicle (steering wheels etc.) and resting surfaces are regularly disinfected.
- Vehicle log book shall have the details of all staffs using company vehicle (e g - name, time, date, vehicle no., driver name etc.) to ease contact tracing back in case if required. These details to be filled in by driver himself to avoid multi person touch.
- All vehicles entering the premise shall be disinfected before they go for next pick-up/drop. Items to be sanitized in vehicle will include seats and back rests, lock handles, dashboard, hand rests, hand holds, AC operating panel etc

11. Actions related to affected area/person

- Once it is established that a high risk person was probable or established COVID-19 positive case had visited a particular area in metro depot or station offices, that area shall be disinfected following a checklist made for this purpose;
- The other staff that came in contact or has closely interacted with the aforementioned person shall be evaluated to be quarantined for a period 14 days. All such cases shall be decided by HoD.
- If feasible, such areas shall be closed for next usage for a period of 24 hours and shall also be disinfected before the next use.
- If somebody develops symptoms related to Covid -19, he/she shall immediately taken to quarantine zone, till the time he/she is given medical assistance or taken to hospital. For this purpose Cafeteria located at Ground Floor of training school (Apparel Park Depot) is marked as **Quarantine zone**.
- First Aid kit with advised medicine for COVID -19, shall be available in the Quarantine Center.

12. Train Operation Plan

The following interim operation plan has been planned. This shall be subject to change based on any related instructions from government. The trains shall not stop at the stations falling in containment zone and such stations shall not be opened for public.

12.1. Responsibility of Train Operator

- TO will not perform BA test, instead they will give declaration as per format provided in crew control/DCC.
- TO will wear mask & gloves, sanitize the keys, partition door handle and DSD before boarding, also avoid touching other surface if not required.
- Passengers shall be instructed to occupy alternate seats and to stand with a gap of 6 feet from each other. Regular announcements shall be made in this regard.
- TOs shall wear mask and follow the complete hygiene in the rest rooms.
- TOs to use their own lockers and should not share or interchange.
- The outside clothes, if brought, shall be kept in the respective lockers well packed in bags.
- TOs will mandatorily wash their hands during each break and before on-boarding the train for driving.
- TO will avoid direct contact with passenger, if required, he will strictly follow social distancing.
- Door to be kept open at terminals during increased dwell time.

13. Station Operations

All EW priority reach operational stations shall be opened for operation and there is no plan to bypass any of the station.

13.1. Responsibility of Station staff

- Only public with face masks shall be allowed at the stations for purpose of traveling by train till the time wearing a mask is mandatory.
- The passengers will be asked to maintain social distancing (minimum 1m separation) while seating in the train, queuing at ticket window and at entry/exit of AFC gates.
- Lifts floor is provided with foot mark stickers guiding passengers to stand apart and facing opposite to each other.
- Usage of lift shall be discouraged. However, for needy ones, maximum 2 people per lift shall be allowed.

- Passengers may be advised to stand on alternate steps on escalators to maintain social distance.
- Frontline operating staff including station controllers, CC/EFO Operators, security staff, etc. will wear masks and gloves while on duty.
- Ticketing counters and customer care counter shall be opened only on the side opened for passenger entry.
- **Tokens shall not be dispensed** as the tokens require re-circulation from AFC gates. Instead, **a disposable paper ticket shall be given** to the passengers.
- To maintain adequate distance between passengers of more than a meter in front of ticketing counters, Security frisking points, AFC gates and on platforms. Markings are made for queuing of the passengers at all above mentioned locations.
- Ensure sanitization of currency notes and coins after revenue hours
- Sanitizer shall be available in the ticketing offices to use regularly.
- The liquid soap in toilets will be strictly ensured by the station controller through housekeeping agency.
- Station Managers will take round, to ensure cleanliness and maintaining social distancing, at stations under their charge.
- With the help of Civil and E&M team, SC will make sure water availability and if required water tanker service to be kept as back-up for delivering the water.
- Passenger Complaint book placed at Customer Care Shall be discontinued for the time being, instead, passengers shall be encouraged to give suggestions/complaints/appreciation through electronic means like email, or call on helpline
- Hospitals/clinics in the nearby areas, which are authorized to treat COVID-19 patients, should be identified and list shall be available at all the respective station.
- If somebody develops symptoms related to Covid -19, he/she shall immediately taken to quarantine zone, till the time he/she is given medical assistance or taken to hospital. For this purpose, **Other side TOM**, which is not currently in use is marked as **Quarantine zone** at each Station.

13.2. Mode of payment for ticket

Tokens can be carrier of virus; therefore, these should be discouraged. It is difficult to sanitize them being delicate electronic item. So instead of Tokens, disposable **Paper tickets** will be used which will not be collected back on completion of journey.

- Cashless transaction/Digital mode of payment such as PAYTM, UPI ID etc. to be encouraged.
- Payment through POS machine with upgraded WiFi card which does not require PIN to make payment to be preferred, as these prevents spread of COVID-19 through multiple touch of currency notes and coins.
- Till the time the above measures, are implemented, customer to be requested to pay exact change for the cost of token, and these to collected directly in the box placed at ticket counter. Notes and coins to be collected in separate boxes, which will be sanitized at the end of day for counting and subsequent hand over to bank staff.

13.3. Responsibility of Security Staff

- Security staff will wear mask & gloves at all time while on duty.
- Arogya Setu mobile app to be active all the time on security staff mobile.
- Ensure that Thermal Gun and HHMD is charged.
- Thermal Scanning of all passenger.
- Use of 'Arogya Setu App' is mandatory for the passengers to enter into the station.
- Passenger without mask will not be allowed to enter.
- Only asymptomatic passengers shall be allowed to enter into the stations. Symptomatic passengers or those having high temperature shall not be allowed to use metro and after recording his/her contact number, shall be informed to SC on duty and taken to quarantine zone for disposal to hospital.
- Ensure frisking from safe distance
- While baggage checking, they will not touch belongings of passenger
- Provide sanitizer to passenger
- See that commuter are maintaining social distance at queuing point like, Frisking, TOM, AFC Gate, Platform, trains by the markings provided to maintain social distance.
- Security staff will not collect used tokens at the exit point.
- Security staff to follow SOP, related to their duties and guidelines issued to them

13.4. Measures by Shops at Stations

- All staff prior to resuming duty will go for temperature check.
- All staff to follow normal hand-washing procedure and the same must be done frequently.
- All staff to compulsorily wear Face Mask and Hand Gloves.
- If any staff develops symptoms of cold, cough and fever, the affected staff should be sent home and the same should be immediately informed to SC.

13.5. Responsibility of OCC

- OCC will also act as Emergency Control and will provide medical assistance in case of need.
- Hospitals/clinics in the nearby areas, which are authorized to treat COVID-19 patients, shall be identified and list shall be available at all time in OCC.
- Visits in OCC shall be restricted to Visitor's gallery only.
- Provide sufficient time (Dwell time) at intermediate stations for boarding and de-boarding and additional time at terminal for sanitizing also. Time table to be adjusted accordingly.

13.6. Responsibility of DCC

- DCC will accept train fitness on mail, instead of hard copies
- DC will ensure that TETRA, Keys Logbooks, etc. are sanitized everyday.
- DC will accept declaration by TO at sign on rather than BA test.

13.7. Responsibility of Maintenance Team

Since system such as trains, etc. have been idling for a long time, a mandatory check is required for safety before their introduction in service. All maintenance teams have to provide their respective system fitness before start of Train Operations.

13.7.1. Rolling Stock Team

- Provide fitness to DC on mail.
- Ensure complete sanitization of train before and after revenue service.
- Ensure disinfection at the end of trip at terminal.
- Keep one saloon door open for boarding of TO in Depot.
- Provide markings inside train for social distancing.
- Provide announcements related to Covid-19.
- Temperature inside the train shall be maintained in the range of 24-30 degree Celsius, and intake of fresh air to be increased to maximum possible extent

13.7.2. Signalling Team

- Check system viz Point machines, etc.

13.7.3. Telecom Team

- Check their system viz Phones, TETRA, CCTV, PIDS, PAS. Confirmation of announcements related to COVID-19 (recording and scheduling)

13.7.4. Track Team

- Foot patrolling of entire section including Depot

13.7.5. Civil Team

- Check their assets viz False ceiling, housekeeping activities

13.7.6. Traction Team

- Foot Patrolling for checking of Third rail

13.7.7. E&M

- Check system serviceability viz FACP, DG Sets etc.