



**Standard Operating Procedure (SOP) for Train  
Operations Post COVID-19 Lockdown  
Rev 2, dt 01.09.2020.**



**Issued by:  
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**Standard Operating Procedure (SOP) for Train Operations Post COVID-19  
Lockdown, Rev 02 dt 01-09-2020**

**1. Purpose:**

The purpose of this Standard Operating Procedure (SOP) is to describe the procedure and precautions to be followed for Resuming Public Metro Services after lockdown and preventive measures to be taken to contain the spread of COVID-19.

**2. Objectives:**

- To provide essential mobility services post lockdown with all specified measures and precautions to safeguard against spread of COVID-19.
- To establish the trust of the passengers on public transport as safe mobility choice.
- Safety for personnel deployed for providing services at NMRC premises.

**3. Timeline:**

This SOP may be reviewed from time to time and shall be in effect till the COVID-19 situation normalizes and as per the Government instructions/ orders/ notifications.

**4. Scope:**

These guidelines are applicable to all NMRC stations, Depot & offices and shall be followed by all NMRC employees, DMRC hand holding staff and Service Providers/ Contractors.

**5. Responsibility:**

The responsibility of implementation lies with all concerned departments of O&M, Project, Head Office, Depot and contractor's personnel, as indicated against each.

The officer concerned against each item shall take action, arrange to disseminate/counsel the related information to the concerned staff and also ensure implementation.

**6. SOP:**

**A. Metro Operations-**

SN	Description of work	Action By
<b>1.0</b>	<b>Preparatory works</b>	
<b>1.1</b>	<b>Infrastructure</b>	
	Preparatory works for commencing operation- Presently three round trip trains are running daily for movement of staff and checking overall health of the system. But before regular train operation, intensive checking and fitness of various systems need to be confirmed as below-	




1.1.1	Checking of functionality & fitness of various systems/assets pertaining to Electrical, Signal, Telecom, Civil, Track, Traction, AFC system, TOM, Station control rooms, CCTV system, PID/PAS, Lift and Escalators etc.	All Branch Officers (BOs)
1.1.2	Disinfection, intensive cleaning, mandatory checks and fitness of Rolling stock.	DGM/RS, DGM/Sig, DGM/Tel
1.1.3	Mobilization of staff and their counseling regarding personal precautions and duties so as to ensure compliance of this SOP and gain confidence in handling the situation in proper manner.	All BOs
1.1.4	Wide publicity through social, print and electronic media – <ul style="list-style-type: none"> <li>About reopening of metro services w.e.f 07-09-2020.</li> <li>The preventive measures being adopted by the Metro to prevent corona-19.</li> <li>Passengers to follow guidelines like wearing of masks, maintaining social distancing, using Aarogya setu app, etc.</li> <li>For carrying minimum baggage and avoid carrying metallic items.</li> <li>Passengers to carry their personal sanitizers for sanitizing their hands frequently.</li> </ul>	DGM/CC
1.1.5	All the concerned special staff deputed to prevent Covid-19 like screening team, station supervisor and station officers should be in place one day in advance of the revenue train operation. They will confirm that all the preventive items like thermal scanner, hand sanitizer, cleaning agents, PPE's, special dust bins etc as enumerated in this SOP are available at site. They will also ensure that all the signage at various locations, stickers as per details in this SOP have been provided.	DGM/Op, Mgr/Op & all BOs
1.1.6	One day before starting the revenue train operation, the trains will run on trial on 06-09-2020 as per the modified time table so that road learning of TOs can be refreshed.	DGM/Op, Mgr/Op
1.2	<b>Disinfection of station premises and coaches</b>	
1.2.1	Intensive cleaning and sanitization of station areas as a whole including public area, operational rooms and toilets will be carried out daily <b>in night during non revenue hours.</b>	DGM/Civil 1 & 2, DGM/Op, Mgr/Op
1.2.2	Passengers contact such as Call buttons of lifts, AFC gates, Handle belts of Escalators & Staircases, POS machines etc. at Stations shall be sanitized <b>frequently, not later than two hours intervals.</b>	
1.2.3	Cleaning and sanitization of trains with emphasis on points of passengers contact such as Grab handles & poles, seats and glasses will be carried out at Depot station during reversal after each round trip.	DGM/RS
1.2.4	Intensive cleaning and sanitization of all the trains with emphasis on points of passengers contact such as Grab handles & poles, seats, doors, floor, PECU (Passenger Emergency Call Unit), glasses etc. will be carried out in Depot at night.	DGM/RS




1.2.5	<ul style="list-style-type: none"> <li>For collection and disposal of Corona protective items, separate dustbins with lid will be provided at each station.</li> <li>Disposal of such wastes in closed covered bags will be arranged so as to eliminate any possibility of corona spreading.</li> </ul>	DGM/Op, DGM/Civil 1 & 2, Mgr/Op, OSD to MD
1.2.6	<p>Hand sanitizers shall be provided at following locations-</p> <ul style="list-style-type: none"> <li>After screening, sanitization of hands of passengers at concourse level</li> <li>At TOM</li> <li>At EFO for sanitization after use of POS machine</li> <li>In SCR, for use by staff</li> <li>In crew control room</li> <li>OCC</li> <li>All offices</li> </ul>	OSD to MD
1.2.7	<ul style="list-style-type: none"> <li>Staff and passengers will be encouraged to wash the hands in washrooms.</li> <li>Availability of soap solution will be ensured in the washrooms.</li> </ul>	DGM/Op, Mgr/ Op DGM/ Civil 1 & 2
<b>Note</b> – It will be ensured by the respective wings that only recommended sanitizing agents are being used. In this connection, regular checks with proper records should be exercised.		
<b>2.0</b>	<b>Train Operation</b>	
2.1.1	<ul style="list-style-type: none"> <li><b>Metro services will be resumed w.e.f 07-09-2020.</b></li> <li>Initially, trains will be operated at 15 minute interval from 0700 to 1100 hours and 1700 to 2100 hours.</li> <li>Trend of the ridership will be analyzed after few days and if required, train frequency will be modified.</li> <li>TO shall observe boarding and de-boarding of passengers at each station. Passengers should be allowed with sufficient time to board the train. If required, dwell time of trains will be increased by the TO.</li> <li>Stations falling in containment zones shall be closed and trains will not stop on these stations. Such changes will be informed to the commuters through public notice, announcement and updating the NMRC applications.</li> </ul>	DGM/Op, DGM/CC, Mgr /Op, OSD to MD
2.1.2	Train doors shall remain open at terminal stations to let maximum fresh air infuse in the train.	DGM/Op, Mgr/Op
2.1.3	Intake of fresh air in air conditioning system of the coaches should be increased to the extent possible so that more fresh air is available to passengers. Temperature inside the train should be maintained in the range of 24-30 degree Celsius. Guidelines for operation of HVAC system issued by CPWD and Indian Society of Heating, Refrigerating and Air Conditioning Engineers (ISHRAE) will be followed.	DGM/RS
<b>3.0</b>	<b>Preparedness to ensure compliance by commuters</b>	
<b>3.1</b>	<b>Screening of passengers</b>	



3.1.1	<p>At the entry at concourse level before frisking area, a <b>passenger screening team comprising of one security personnel (PAC) and one NMRC official/associated staff</b> will be deputed to ensure-</p> <ul style="list-style-type: none"> <li>Only the passengers with face mask/covered will be allowed.</li> <li>Every passenger will be screened by Thermal sensor.</li> <li>The limiting temperature for travel permission will be as <b>37.7 degree centigrade.</b></li> <li><b>Passengers having "Aarogya Setu"</b> app with green status will be allowed.</li> <li>Persons entering NMRC premises to apply hand sanitizer which will be made available after screening of the person.</li> </ul> <p><b>Note - For urgent requirement, masks will be made available at the station.</b></p>	DGM/Op, DGM/Civil 1 & 2, All BOs, Mgr/Op, DC/ PAC
3.1.2	<ul style="list-style-type: none"> <li>Only asymptomatic passengers shall be allowed to enter into the stations. In case of any person having high temperature, corona infection/ symptoms, such suspected person shall not be allowed in station premises. The nearest COVID hospital will be informed and the suspected person will be shifted to the hospital quickly. However, in the mean time person will be kept at separate earmarked location at the station. His/her contact no, name &amp; address, shall be recorded at the station and such details will be communicated to local administration.</li> <li>For any further clarification, the following officers may be contacted by NMRC staff: -               <ol style="list-style-type: none"> <li>Dr Ankur Garg, Medical Officer, NMRC- 9873741430</li> <li>Dr Amit Vikram, Add. CMO, GB Nagar - 9811553088</li> </ol> </li> </ul>	DGM/Op, Mgr/Op, DC/ PAC
3.2	<b>Physical Distancing</b>	
3.2.1	<p>To ensure adequate Social distance, passengers will be advised to stand in a queue at designated space by visible marking at <b>1 m spacing</b>, at frisking zone, TOM counters, Platforms and inside the train.</p>  <p><b>Markings on Floor in front of TOM</b></p> <p><b>Card Scanning-</b></p> <ul style="list-style-type: none"> <li>Commuter should avoid touching QR tickets or card at the AFC gates.</li> <li>They should keep it at least 10mm above the scanning point.</li> </ul> <p><b>Escalator-</b></p> <p>On escalators, commuters should leave at least 1 step after the previous commuter.</p>	DGM/Civil-1 DGM/Civil- 2, DGM/RS, Mgr/Op, SC, TOs



	<p><b>Inside trains</b>-Passengers shall maintain adequate social distance.</p> <ul style="list-style-type: none"> <li>• Passengers to sit on alternate seat, stickers to be provided on seats.</li> <li>• If required to travel in standing, adequate distance by way of standing opposite the vacant seats. Suitable stickers at floor for standing will be provided.</li> </ul> 	DGM/RS
3.2.2	<ul style="list-style-type: none"> <li>• Instructions at PF to allow to de board the passengers first and thereafter only to board the train maintaining adequate distance will be displayed.</li> <li>• It will be notified in signage at the platform.</li> </ul>	DGM/Civil 1 & 2, DGM/Op, Mgr/Op
3.2.3	<p><b>Crowd inside the train as well as at station/platform</b> will be monitored through CCTV from OCC <b>by Controllers/ Officials on special duty</b> and if more crowd is observed,</p> <ul style="list-style-type: none"> <li>• Entry at the station will be restricted through screening team.</li> <li>• In case of emergency, stoppage at the stations, having more crowd may be skipped after making announcement inside the train by TO and at station by SC.</li> </ul>	DGM/Op, Mgr/Op, All BO's
3.2.4	Sufficient number of security personnel with their supporting staff shall be deployed at every station to ensure prescribed social distancing and proper crowd management.	DC/PAC
3.2.5	<p>At the stations having less foot fall and not requiring the facility to cross main/express roads by NMRC foot over bridge, only one gate will be kept open for entry/exit.</p> <p>At following <b>15 stations, only one gate</b> will be made available for passengers-</p> <p>Sector – 101, Sector- 81, NSEZ, Sector-83, Sector -137, Sector-142, Sector-143, Sector – 144, Sector - 145, Sector - 146, Sector -147, Sector -148, Alpha -1, Delta – 1, GNIDA Office.</p> <p>At following <b>6 stations, both entrance gates</b> will be kept open -</p> <p>Sector – 51, Sector –50, Sector –76, KP-II, Pari chowk, Depot Station.</p>	DGM/Op, Mgr/Op, DC/PAC
3.3	<b>Awareness to passengers</b>	



<b>3.3.1</b>	<ul style="list-style-type: none"> <li>Generally, all lifts will be closed. However, in case of request for senior citizens &amp; physically challenged passengers, lift will be made available by SC.</li> <li>Maximum of 3 persons shall use lift at one time</li> <li>Passengers should stand facing the wall panels of the lift to prevent face to face interaction.</li> <li>Suitable signage with contact no. of SCR will be displayed at the lift doors.</li> </ul>	DGM/Civil 1 & 2, DGM/Op, Mgr/Op
<b>3.3.2</b>	<ul style="list-style-type: none"> <li>Passengers will be advised regularly to refrain from touching any surface inside the metro stations or trains.</li> <li>Suitable signages will be displayed and announcements will be made.</li> </ul>	DGM/Civil 1 & 2 DGM/Op, Mgr/Op
<b>3.3.3</b>	<b>Displaying the Signage at Stations:</b> <ul style="list-style-type: none"> <li>Comprehensive Signage at the entrance covering various guidelines, journey instructions, sanitization, precautions etc.</li> <li>Display of detailed instructions containing Dos and Don'ts for passengers at stations</li> <li>Signage at the concourse level covering sanitization instructions and journey precautions.</li> <li>Signage at Platform level covering management at platform and journey instructions.</li> <li>Signage at Lift gates, on floor before Escalator, AFC gates, closed main gate of stations.</li> <li>Signages at PF for wearing masks at stations &amp; throughout the journey.</li> </ul>	DGM/Civil 1 & 2
<b>3.3.4</b>	<b>Announcements:</b> Frequent announcements at the station regarding general precautions to prevent spread of corona virus, sanitization practices, precautions during journey etc. will be made.	DGM/Op, Mgr/Op
<b>3.3.5</b>	Pre-recorded videos inside train will be played regularly.	DGM/RS, DGM/ Op, Mgr/Op
<b>4.0</b>	<b>Others Preventive measures</b>	
<b>4.1</b>	<b>For fare collection,</b> <ul style="list-style-type: none"> <li>Use of currency notes shall be discouraged to prevent spreading of the virus.</li> <li>Digital payments will be accepted by using online payments/ by use of POS.</li> <li>Use of smart card (OCOC)/ NMRC App instead of QR codes will be encouraged.</li> </ul>	DGM/Tel & AFC, DGM/Op, DGM/Civil 1 & 2, Mgr/Op



<b>4.2</b>	<b>Arrangements for staff:</b> <ul style="list-style-type: none"> <li>• Passenger dealing staff including security staff shall <b>wear regular uniforms with sleeves fully covered, gloves along with masks covering nose and mouth. Use of Face Shield will be encouraged.</b></li> <li>• Seating arrangement at stations, in the Head Offices, Depot offices, Crew rest room will be re-arranged, if required to ensure social distancing.</li> <li>• List of Hospitals/clinics in the nearby areas authorized to treat COVID-19 patients should be available at the respective station and OCC.</li> </ul>	DC/PAC, DGM/Op, Mgr/Op & other BOs, OSD/MD
<b>4.3</b>	To handle a suspected passenger or baggage, two Personal Protective Equipment (PPE) suits at each station will be made available.	DGM/Op, Mgr/Op, OSD to MD, DC/PAC
<b>4.4</b>	<ul style="list-style-type: none"> <li>• The contractors will be responsible to provide adequate PPE as per the need to their staff deployed in NMRC.</li> <li>• The in charges will also ensure that proper PPE are used by the staff before deputing them on duty.</li> </ul>	DGM/Civil 1 & 2, DGM/Op, Mgr/Op, DC/PAC
<b>4.5</b>	<ul style="list-style-type: none"> <li>• Maximum two persons including TO in the train cab will be allowed.</li> <li>• For inspection purpose, max two officials may travel in rear cab too with proper authority.</li> </ul>	DGM/Op, Mgr/Op, Other BOs
<b>4.6</b>	<ul style="list-style-type: none"> <li>• In order to ascertain the efficacy of Thermal Scanner, one digital type thermometers will be provided at each station in SCR.</li> <li>• It can be used whenever any suspicion in the scanner readings is noticed.</li> </ul>	OSD to MD
<b>4.7</b>	<ul style="list-style-type: none"> <li>• Prohibition on spitting will be strictly enforced. In case of violation, fine will be imposed of Rs. 100 at first occurrence and Rs. 500 for subsequent occurrence in each case.</li> <li>• Suitable penalty for not wearing masks/uncovered mouth and nose in station premises or inside trains will be imposed. For this purpose, an authority to the designated officials will be issued.</li> </ul>	DGM/Op, Mgr/Op
<b>4.8</b>	<p>For ensuring that all the preparations are in place and also the guidelines are being followed properly-</p> <ul style="list-style-type: none"> <li>• <b>One Station officer of Manager/Astt. Manager level</b> will be deputed for a set of 2-3 stations.</li> </ul> <p><b>Note- These officers will work full time at stations and will be responsible for implementation of this SOP/related guidelines in true spirit.</b></p>	DGM/Op, Mgr/Op and other BOs
<b>4.9</b>	One additional <b>station supervisor</b> shall be deployed at each station to ensure social distancing by the passengers and also to ensure that Covid-19 preventive measures are in place.	DGM/Op, Mgr/Op, All BOs



<b>4.10</b>	Separate SOP for prevention from Covid-19 will be issued for maintenance staff before train operation.	JGM/Elect, Sr. DGM/Sig, DGM/Civil-1
<b>4.11</b>	For prevention of Covid-19 in Depot working, a separate SOP will be issued and implemented.	DGM/RS
<b>4.12</b>	Detailed instructions containing Dos & Don'ts will be prepared and displayed at prominent locations like stations, work places in Depot, Crew Lobby, OCC, offices, etc.	DGM/Civil 1, DGM/Civil 2, & all BO's
<b>4.13</b>	'Passenger screening team' deputed at each station will be responsible for dealing with COVID-19 related issues. Additionally, following control room will be maintained round the clock 19: - 1. Helpline no. - 18001800247 2. PAC Security Helpline - 0120 2326738	DGM/Tele & AFC, DC/PAC  DGM/Civil-I & II
<b>4.14</b>	Close Liaoning with state police and local administration should be exercised for regulating crowd outside station and to deal with contingencies.	DGM/RS, E & O DC/PAC

### **B. Staff protection:**

People can catch COVID-19 from others who have the virus. The disease spreads primarily from person to person through small droplets from the nose or mouth, which are expelled when a person with COVID-19 coughs, sneezes, or speaks. People can catch COVID-19 if they breathe in these droplets from a person infected with the virus. These droplets can land on objects and surfaces around the person such as tables, doorknobs and handrails. People can become infected by touching these objects or surfaces, then touching their eyes, nose or mouth.

This is why it is important to stay at least 1 meter away from others and to wear personal protective equipments (PPE) and to wash hands regularly with soap and water or clean with alcohol-based hand sanitizer.

Metro frontline staff dealing with public will be provided gloves, face shields, masks and sanitizer to maintain hygiene. Station staff who directly deals with the general public, are at more risk and need to take following precautionary measures to take care of their personal hygiene.

### **Guidelines for staff:**


- The staff for duty will be allowed after thermal scanning and with face and mouth covered with mask.
- Always use face mask when on duty.
- Maintain social distance with coworkers, outsourced staff, passengers, etc.
- Thermal scanning of staff entering at various locations.
- Wash your hand with soap and water regularly or use hand sanitizer.
- Greet with Namaste instead of Handshake.
- Observe good personal hygiene and cover your mouth while coughing or sneezing.
- Avoid touching eyes, nose and mouth.
- Avoid close contact with people who are unwell or show symptoms of cough, running nose, fever etc.
- In case of fever, cough and difficulty in breathing, seek medical help



immediately.

- Bio metric attendance has been stopped till further advice.
- Workplace/stations and toilet/ washrooms must be kept clean and disinfected.
- Throw used tissues into covered bins immediately.
- **Aarogya Setu app on mobile phone and keeping the same updated is essential for all the staff.**
- Gatherings or meetings should be discouraged. Group chats, SMS to be used alternatively.
- Avoid face to face interactions
- Seating at least 1 meter away from others is must at all times.
- Staff should preferably carry their own water bottles.
- All recreational activities and games to be suspended till further notice. Crew rooms to be monitored by Crew controllers to ensure social distancing amongst staff.
- No passenger shall be dealt inside SCR. Interaction with passenger shall be made outside SCR maintaining social distancing.
- Staff dealing with currency/notes/tokens/cards should frequently sanitize their hands.
- Request passengers to use online/telephonic media for complaint registration in place of written complaints.

### C. Bus Infrastructure

1	<p>Provision for marking of seats and standing locations for passengers to maintain requisite social distancing.</p> 	Bus Operator
2	Allow rear door for boarding and front door for alighting of passengers to maintain physical distancing.	
4	Disinfecting buses after completion of every trip.	
5	On-board CCTV cameras should be used to monitor the social distancing inside the buses and in case of any non-adherence, on-board crew should be communicated and notified.	
6	It will be mandatory for the boarding passenger to cover their mouth with a mask/cloth. Failure of which, a passenger must be denied entry into the bus. <i>(Alternatively, Masks should be made available in the buses for the commuters. If someone does not have a mask, he/she can get a new mask from the conductor for a nominal price.)</i>	
7	All drivers and other onboard staff should have their temperatures checked before taking up their duty on a shift basis.	



<b>8</b>	To maintain adequate distance between driver and passengers, driver area can be separated by using a transparent screen/curtain.
<b>9</b>	It will be mandatory to use of mask by the driver, conductors.
<b>10</b>	Provision of hand sanitizer with the conductor will be essential.
<b>11</b>	Role of conductor should be of a "crowd manager" inside the bus and at halt locations.
<b>12</b>	Social distancing should be made mandatory for passengers through advertisements and floor markings at all bus shelters.
<b>13</b>	Online payment mechanism should be preferred (like BHIM/ UPI/ Paytm etc).
<b>14</b>	Fixing hand sanitizers for the commuters at the entry and exit of the bus must be considered.

#### **D. E-Rikshaw Infrastructure**

<b>1</b>	All drivers should have their temperatures checked and wear face mask before taking up their duty on a shift basis	E-Rickshaw Operator and DGM/ Civil 1
<b>2</b>	Drivers are suggested to use Plastic sheet for physical separation between driver and commuter as well as within commuters.	
<b>3</b>	Social distancing should be made mandatory for passengers through advertisements and floor markings at all relevant places. Only 2 passengers in an e-rickshaw will be allowed to travel.	
<b>4</b>	Proper social distancing norm should be followed while boarding.	
<b>5</b>	Disinfecting the e-rickshaw at frequent intervals.	
<b>6</b>	<ul style="list-style-type: none"> <li>Fare collection</li> <li>Use of currency notes shall be discouraged as this may cause spreading of the virus.</li> <li>Digital payments to be encouraged by using online payments.</li> </ul>	
<b>7</b>	<ul style="list-style-type: none"> <li>Mandatory for the boarding passenger to cover their mouth with a mask, cloth (as per Government advisory).</li> </ul>	

#### **E. Cyclist Infrastructure**

<b>1</b>	Proper instructions should be provided to the users of public bike sharing (PBS) which should be used after sanitizing the hands.	E-Cycle Operator
<b>2</b>	Social distancing should be made mandatory for passengers through advertisements and floor markings at all relevant places.	
<b>3</b>	Disinfecting the e-cycles at frequent intervals.	

#### **F. Parking Infrastructure**

<b>1</b>	All deployed personnel should have their temperatures checked before taking up their duty on a shift basis and wear face mask.	DGM Civil DGM Ops
<b>2</b>	Social distancing should be made mandatory for passengers through advertisements and floor markings at all relevant places.	

**Note: This SOP is not limited but to be read with all other Government orders/ instructions as issued in due course of time.**