

**STANDARD OPERATING PROCEDURE (SOP) FOR O&M STAFF OF UPMRC**

**1. Objective:**

- 1.1 UPMRC, Lucknow metro network is an essential service to provide a safe, hygienic and efficient mode of transport service at all times to the city of Lucknow.
- 1.2 These guidelines have been prepared in the framework of the corona virus disease (COVID-19) outbreak.
- 1.3 Metro systems are considered a high-risk environment due to high number of people in a confined space; a variety of common surfaces to touch (ticket machines, handrails, door knobs; no full proof mechanism to identify potentially sick persons; etc.
- 1.4 Protecting passengers is a very important measure to maintain people's confidence in Metro transport. Measures must, therefore, be effective, accessible, clear and logical in terms of communication.

**2. Scope:**

- 2.1 All UPMRC employees/staff including security, police and outsourced personnel. All of them should be briefed and trained about the SOPs and safety precautions.
- 2.2 These procedures and Protective measures are suggestive and indicative, but not the exhaustive in the nature and should be used in combination with various instructions issued by **Government** of India and Government of UP from time to time in this context.
- 2.3 Review all operational practices and stock and supply chains for operations and maintenance material, such as fuel, lubricants or spare parts and investigate alternative suppliers if possible by concerned HODs.

**3. Commuter Screening:**

- 3.1 Passenger screening shall be governed as per SOP issued by Chief Security Commissioner separately (**Annexure-I**).

**4. Commuter Safety & Management:**

- 4.1 Minimum 02 stations entrances (wherever available) will be made operational to ensure controlled access of passengers. Staff shall be deployed at designated "**Health Check-up Desk**" of each station at the entry with thermal gun/scanner for temperature checking of each and every **commuter before** allowing him/her to go for frisking. If body temperature is higher than 37.5°C(99.5° F) or symptoms of Cold, cough & flu, that passenger will not be allowed to enter into station and can be requested to defer his/her journey.
- 4.2 Anybody **entering into** station including UPMRC staff/PAC/outsourced staff must get his/her body temperature checked before taking up their duty.
- 4.3 All passengers will necessarily wear face masks, no passenger shall be allowed to
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enter in to the stations without face mask.

4.4 Passengers will be asked to use hand sanitizer at designated "**Health Check-up Desk**" of stations.

4.5 Passengers must be checked for Aarogya Setu App green status in their mobile phones. Only passenger with Green status should be allowed to enter. However passenger not carrying mobile phones or smart phones may be allowed to enter if other symptoms are not available.

4.6 Adequate signage's and information displays to be ensured at various areas of stations and inside the trains to create awareness among public; information comprising of do's & don'ts, symptoms of infection, and guidelines to ensure physical distancing and safety.

4.7 Alternate AFC gates shall be used for entry & exit in order to ensure effective physical distancing. Unused AFC gates shall be switched off/Power saving mode through system.

4.8 Commuters must be advised to observe social distancing and stand/wait for their turn on AVMs/DFMD/AFC/Lifts /Escalators etc and during boarding/alighting into/from trains.

4.9 The Station controller on duty with assistance of security/PAC Staff shall regulate the passengers to avoid overcrowding duly adopting physical distancing. In case over crowding is noticed at any level of station, Station Controller shall advise passengers to maintain physical distance and inform OCC to introduce additional trains to prevent crowding.

4.10 Security Guards deployed at the station/concourse/ PFs shall encourage and educate people to ensure social distancing, particularly in trains. This should be done by UPMRC staff also.

4.11 Train Operators shall be alert and pay attention on train CCTV to ensure social distancing of commuters inside the trains and shall make necessary announcements in the train if required.

4.12 Security control room shall monitor the crowd in trains and stations and inform OCC whenever overcrowding is noticed.

4.13 AMs shall be nominated for every station under "own your station scheme", who shall coordinate for each and every activity pertaining to their stations. They shall monitor above mentioned arrangements and also plan the path for movement in presence of security officer to maintain social distancing among commuters.

## **5. Train & Station Operations:**

5.1 Revenue services shall be operative on all days between 06:00 hrs to 22:00 hrs from both terminals with normal frequency of 05 minutes and 30 seconds. However Frequency and timing of the revenue services shall be reviewed depending upon the situation and the requirement.

5.3 OCC shall ensure with assistance of S&T, RS & IT department that COVID related Information for commuters (e.g. on social distancing, COVID -19 symptoms, hygiene practices, digital payment etc.) is disseminated through various channels such as public announcement system, LEDs advertisement boards, posters, signage's etc.

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5.4 OCC shall ensure that Information on train availability, timetable adjustments is provided. A direct communication of change in schedules, timetable and intervals shall be communicated to passengers in order to ensure effectiveness, reliability, trust and convenience in train operations.

5.5 OCC shall ensure to minimise physical contact between TO and passengers, especially in troubleshooting, must avoid movement in saloon as far as practicable.

5.6 Maintenance team will meet the controlling officer through virtual means (Telecom/ WhatsApp/ Skype).

5.7 The support staff (cleaning, security, general maintenance) will be assigned duty on a case to case basis.

5.8 Parking lots shall be made available for parking of vehicles by metro commuters and metro staff.

5.9 PD outlets shall be opened as per instructions issued by Government from time to time and follow all the guidelines related to hygiene as advised by UPMRC/Govt agencies.

5.10 Crew control shall ensure availability of safety gears and mandatory use of mask/face cover/gloves by the TO.

5.11 Operation and maintenance of Heating, Ventilation & Air conditioning Systems (HVAC), Tunnel Ventilation System (TVS), and Environmental Control System (ECS) shall be done as per separate SOP issued by E&M department (**Annexure-II**).

5.12 Operation and maintenance of Cleaning, Sanitisation & HVAC of trains shall be done as per separate SOP issued by RS department (**Annexure-III**).

## **6. Sale and sanitisation of Tokens/ Smart Cards**

6.1 Commuters shall be encouraged to use GoSmart cards. Pre vended smart cards shall be kept at the Health check-up desk provided at the entrances of every station.

6.2 TOM office shall ordinarily be closed and token shall be issued from TVM/RCTM and HDFC staff will assist passengers in purchasing CST. However he will be prepared to sell CST/CSC from TOM counter in case of failure of TVM or to avoid overcrowding or for any other reason.

6.3 HDFC staff must monitor proper functioning of TVMs and inform to SC immediately in case of any failure. He shall also monitor availability of tokens inside the TVMs and arrange for timely recoument.

6.4 Pre vended Go Smart cards shall also be available at EFO. CST may also be issued by EFO on insistence of commuter.

6.5 UV Sanitisation of tokens shall be arranged by S&T department as per separate SOP issued on this subject. (**Annexure-IV**). UV sanitisation boxes have been provided at every alternate station, station controllers and HDFC staff shall ensure that only sanitised tokens are issued to commuters.

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## **7. Personal Protection:**

- 7.1 As a *general* measure, staff should practice basic rules of personal hygiene, which include using face mask, regularly washing hands, to sneeze and cough into the elbow and to use paper towels.
- 7.2 *Stations* should be equipped with hand sanitiser, soaps and paper tissues at designated locations.
- 7.3 Personal protection measures to be ensured irrespective of risk level. Note that it is important to be seen to be enhancing personal protection and hygiene measures to reassure our passengers & staff.
- 7.4 All staff & Commuters must wear masks/face covers at all times.
- 7.5 Front line staff especially working at security check-up posts, EFO, TOM, cleaning staff, should also wear disposable gloves provided by the respective agencies.
- 7.6 Revised cleaning routines will be adapted and increased focus should be put on disinfecting common surfaces and touching spots & waste disposal covered with separate SOP issued on the subject. Frontline operating staff including Train Operators, Station Controllers, TOM Operators, Customer Facilitation Assistants (Volunteer), and Security staff etc. will wear masks/gloves.
- 7.7 Crew control working will be suitably improvised to the extent possible. Train Operators will maintain strict social distancing in crew control rest room.
- 7.8 Vehicles used for transporting operating staff will have hand sanitizers. Vehicle drivers to ensure that vehicle is sanitised both from outside and inside in morning and evening at TPNR depot entrance gate.


## **8. Station Cleaning & Sanitisation:**

- 8.1 Station cleaning and sanitisation shall be undertaken at regular intervals as advised by separate SOP issued by Civil department on this topic. **(Annexure-V).**

## **9. Train Cleaning & Sanitisation:**

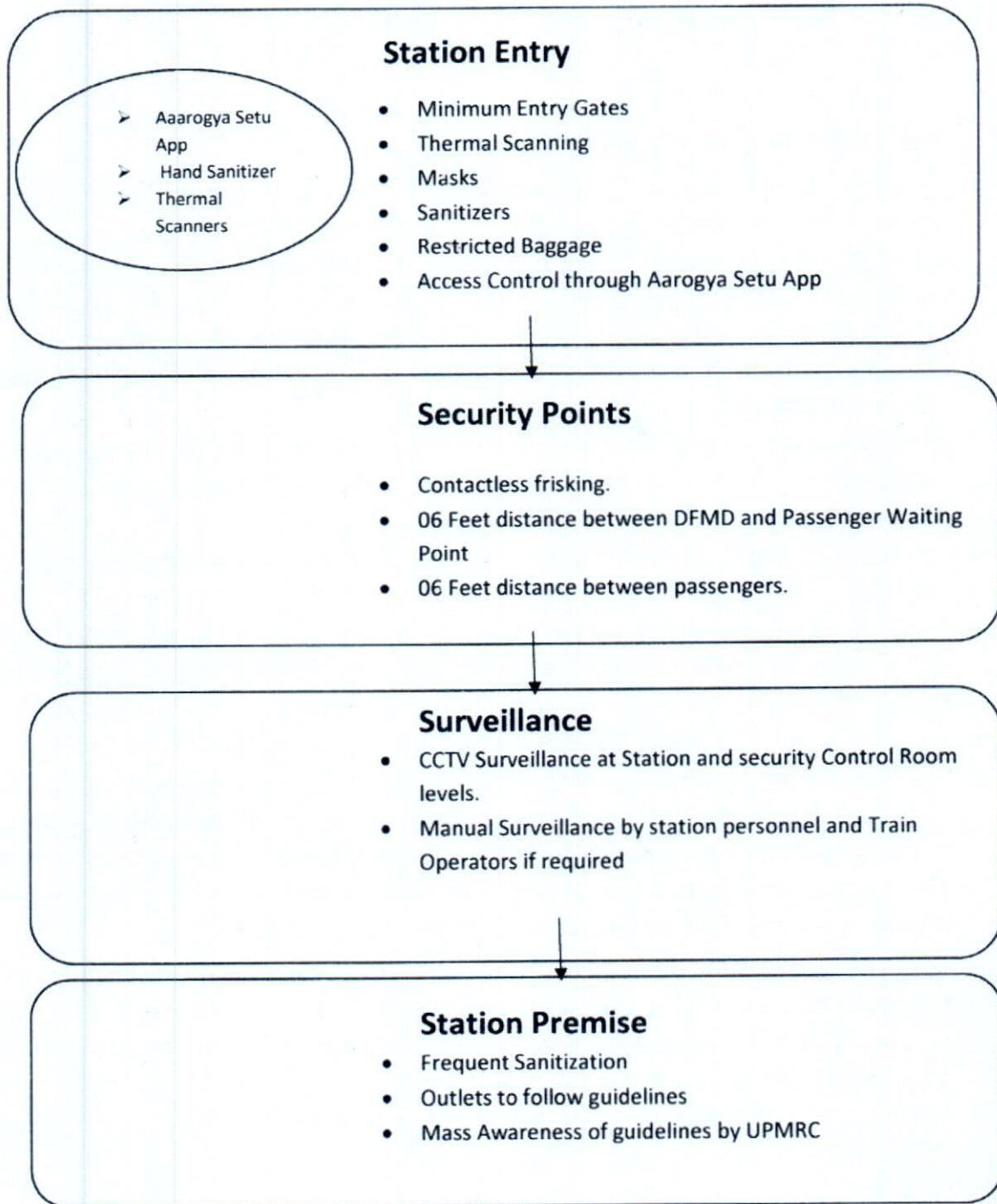
- 9.1 Thorough cleaning maintenance and sanitisation of trains shall be done in Depot at night as per SOP issued by RS department. **(Annexure-III).**
- 9.2 Periodical train cleaning and sanitisation shall also be undertaken at regular intervals as advised by separate SOP issued by RS department on this topic.

Enclosures: Annexure I to V (

  
31-08-2020  
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## Operational Flow Chart



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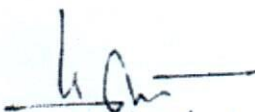


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## लॉकडाउन के पश्चात मेट्रो के परिचालन की अनुमति प्राप्त होने पर मेट्रो स्टेशनों पर सुरक्षा व्यवस्था का विवरण

### 1. मेट्रो स्टेशन के प्रवेश द्वार की व्यवस्था

- प्रत्येक मेट्रो स्टेशन पर सामान्यतया 02 प्रवेश द्वार खोले जायेंगे जो सड़क मार्ग के दोनों ओर एक-एक होंगे केवल सिंगार नगर मेट्रो स्टेशन में एक प्रवेश द्वार का उपयोग होगा।
- थर्मल स्कैनिंग की व्यवस्था लखनऊ मेट्रो द्वारा प्रवेश द्वारों पर की जायेगी। यदि किसी यात्री/स्टाफ के शरीर का तापमान निर्धारित तापमान से अधिक है अथवा उसको सर्दी, खोंसी, जुकाम आदि के लक्षण हैं तो उसका नाम, पता, मोबाइल नम्बर एवं उसके शरीर का तापमान सम्बन्धित रजिस्टर में अंकित कर उसे अनुरोध कर वापस कर दिया जायेगा।
- सभी एलएमआरसी कर्मी/पुलिस/पीएसी/जी4एस सुरक्षा गार्ड/आउट सोर्सिंग के कर्मी/व्यवसायिक प्रतिष्ठानों के कर्मी ड्यूटी में मास्क धारण करेंगे।
- सभी यात्रियों को मेट्रो में यात्रा करने के लिए मास्क पहनना अनिवार्य होगा। जिन यात्रियों के पास स्मार्ट मोबाइल फोन होगा उनके मोबाइल फोन पर अरोग्य सेतु एप की वर्तमान स्थिति देखी जायेगी, परन्तु जिन यात्रियों के पास स्मार्ट मोबाइल फोन नहीं होगा उन्हें भी मेट्रो में यात्रा करने की अनुमति दी जायेगी।
- लखनऊ मेट्रो द्वारा उपयुक्त स्थान पर सेनीटाइजर उपलब्ध कराया जायेगा, जिसका उपयोग सभी कर्मियों/यात्रियों द्वारा किया जायेगा।
- यात्रियों को टीवीएम मशीन द्वारा सेनीटाइज टोकन मिलेगा। जरूरत पड़ने पर ही टिकट काउण्टर से सेनीटाइज टोकन प्राप्त करने की सुविधा उपलब्ध होगी। परन्तु यात्रियों को ज्यादा से ज्यादा संख्या में गो स्मार्ट कार्ड से यात्रा करने के लिए प्रेरित करेंगे।
- पुरुष एवं महिला यात्रियों की फ्रिस्किंग के लिए अलग-अलग मल्टी जोन डीएफएमडी होंगे।
- पुरुष यात्रियों, एलएमआरसी कर्मी/पुलिस/पीएसी/जी4एस सुरक्षा गार्ड/आउट सोर्सिंग के स्टाफ के मल्टी जोन डीएफएमडी से प्रवेश करने से पूर्व ही पुरुष सुरक्षा गार्ड द्वारा उनको बता दिया जायेगा कि धातु की जो भी वस्तुएँ हैं, वह सब अपने हाथों में ले ले। तत्पश्चात इनको पुरुष सुरक्षा गार्ड द्वारा एचएचएमडी से चेक किया जायेगा तथा सही पाये जाने पर ही प्रवेश दिया जायेगा। फ्रिस्किंग करते समय किसी भी यात्री/स्टाफ के शरीर को हाथ अथवा एचएचएमडी से नहीं छूयेंगे। एचएचएमडी से चेक करने पर यात्री/स्टाफ के शरीर से एचएचएमडी की दूरी कम से कम 2.5 सेमी0 होगी।
- महिला यात्रियों, एलएमआरसी कर्मी/पुलिस/पीएसी/जी4एस सुरक्षा गार्ड/आउट सोर्सिंग की महिलाएँ को मल्टी जोन डीएफएमडी से प्रवेश करने से पूर्व ही उनको महिला सुरक्षा गार्ड द्वारा बता दिया जायेगा कि धातु की जो भी वस्तुएँ हैं, वह सब अपने हाथों में ले ले। तत्पश्चात इनको महिला सुरक्षा गार्ड द्वारा फ्रिस्किंग बूथ के अन्दर ही एचएचएमडी से चेक किया जायेगा तथा सही पाये जाने पर ही प्रवेश देंगे। फ्रिस्किंग करते समय किसी भी यात्री/स्टाफ के शरीर को हाथ अथवा एचएचएमडी से नहीं छूयेंगे। एचएचएमडी से चेक करने पर यात्री/स्टाफ के शरीर से एचएचएमडी की दूरी कम से कम 2.5 सेमी0 होगी।

  
15/5/2020  
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**2. सुरक्षा द्वार की व्यवस्था**

- प्रवेश द्वार पर कान्टेक्टलेस फ्रिस्किंग की व्यवस्था।
- मल्टी जोन डीएफएमडी से प्रवेश करने के लिए यात्री की डीएफएमडी से दूरी 01 मीटर से ज्यादा होगी और यात्रियों के मध्य आपस में दूरी 01 मीटर होगी।
- सोशल डिस्टेंसिंग को दृष्टिगत रखते हुए मल्टी जोन डीएफएमडी से पूर्व यात्रियों के खड़े होने के लिए 01 मीटर की दूरी पर निशान बने हों जहाँ पर खड़े होकर फ्रिस्किंग के लिए अपनी बारी की प्रतीक्षा करेंगे।

**3. कानकोर्स परिसर**

- स्टेशन परिसर नियमित अन्तराल में सेनीटाइज किया जायेगा।
- प्रवेश एवं निकास हेतु केवल दोनो किनारे के एएफसी कियाशील रहेंगे, बीच के अन्य एएफसी के आगे क्यू-मैनजर लगाकर प्रवेश प्रतिबन्धित रहेगा।
- टिकट काउण्टर (TOM), जरूरत पड़ने पर ही उपयोग होगा। यात्री टीवीएम (TVM) से ही सेनीटाइज टोकन या स्मार्ट कार्ड से यात्रा करेंगे।
- ड्यूटी में नियुक्त सुरक्षा गार्ड अचेत/अस्वस्थ यात्री को सहायता प्रदान करेगा और आवश्यकता पड़ने पर उसको एम्बुलेंस से भेजने हेतु चिकित्सीय प्रबन्ध में सहायता करेगा।
- सोशल डिस्टेंसिंग को दृष्टिगत रखते हुए लिफ्ट का एक बार में केवल 02 ही वृद्ध पुरुष/महिला/दिव्यांग व्यक्ति ही उपयोग करेंगे। अन्य यात्री एक्सीलेटर/सीढ़ियों का उपयोग करेंगे। लखनऊ मेट्रो द्वारा उपयुक्त स्थलों पर मार्गदर्शक एवं साइनेज उपलब्ध कराया जायेगा।

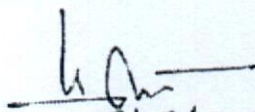
**4. प्लेटफार्म पर व्यवस्था**

- यात्री सोशल डिस्टेंसिंग को दृष्टिगत रखते हुए मेट्रो ट्रेन में यात्रा कर सकेंगे।
- ट्रेन में भीड़ होने की स्थिति में यदि सोशल डिस्टेंसिंग का पालन करना सम्भव न हो रहा हो तो यात्रियों को अगली ट्रेन की प्रतीक्षा करने हेतु अनुरोध किया जायेगा।

**5. सर्विलान्स**

- सिविलोरिटी कन्ट्रोल रूम द्वारा इलैक्ट्रिक सर्विलान्स की व्यवस्था होगी। जहाँ से सीसीटीवी द्वारा मेट्रो स्टेशन परिसर का नियमित सर्विलान्स किया जायेगा। यदि कोई बात प्रकाश में आती है तो ओसीसी/स्टेशन कन्ट्रोलर/स्टेशन सुरक्षा प्रभारी को वायरलेस सेट/टेलिफोन द्वारा अवगत कराया जायेगा।
- सीसीटीवी द्वारा स्टेशन एवं ट्रेन में यात्रियों के मध्य सोशल डिस्टेंसिंग की निगरानी की जायेगी। भीड़ दिखाई देने अथवा कोरोना वायरस से सम्बन्धित सूचना मिलने पर तत्काल ओसीसी को सूचित कर ट्रेन में एनाउन्समेन्ट अथवा अतिरिक्त ट्रेन की व्यवस्था पर विचार किया जायेगा।

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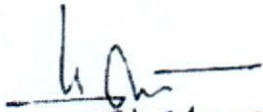
  
15/5/2020  
CSC




## लखनऊ मेट्रो परिचालन पर सुरक्षा गार्डों के लिए निर्देश

लॉकडाउन के बाद लखनऊ मेट्रो के परिचालन के समय सुरक्षा गार्डों को निम्नांकित सुरक्षा सम्बन्धी निर्देशों का अनुपालन करना होगा।

1. ड्यूटी के दौरान सभी सुरक्षा गार्ड मास्क एवं ग्लव्स पहनेंगे तथा पूरे बाजू की कमीज पहनेंगे।
2. सुरक्षा उपकरणों जैसे एचएचएमडी, डीएफएमडी एवं एक्स-बीआईएस को नियमित अन्तराल पर सेनीटाइज कराते रहेंगे।
3. मल्टी जोन डीएफएमडी से प्रवेश करने से पूर्व डीएफएमडी से यात्रियों की दूरी 01 मीटर से ज्यादा होगी और यात्रियों के मध्य की दूरी 01 मीटर की होगी।
4. यदि किसी यात्री/एलएमआरसी कर्मी/पुलिस/पीएसी/जी4एस सुरक्षा गार्ड/आउट सोर्सिंग स्टाफ के शरीर का तापमान निर्धारित तापमान  $37.5^{\circ}\text{C}$  ( $99.5^{\circ}\text{F}$ ) से अधिक है अथवा उसको सर्दी, खोंसी, जुकाम आदि के लक्षण हैं तो उसका नाम, पता, मोबाइल नम्बर एवं उसके शरीर का तापमान सम्बन्धित रजिस्टर में अंकित कर उसे अनुरोध कर वापस कर देंगे। यदि कोई यात्री/स्टाफ/व्यक्ति, संदिग्ध संक्रमित पाया जाए तो स्टाफ की सूचना स्टेशन कन्ट्रोलर एवं पीएसी के प्रभारी अधिकारी को देंगे।
5. पुरुष यात्रियों, एलएमआरसी कर्मी/पुलिस/पीएसी/जी4एस सुरक्षा गार्ड/आउट सोर्सिंग के स्टाफ के मल्टी जोन डीएफएमडी से प्रवेश करने से पूर्व ही पुरुष सुरक्षा गार्ड द्वारा उनको बता दिया जायेगा कि धातु की जो भी वस्तुएँ हैं, वह सब अपने हाथों में ले ले। तत्पश्चात इनको पुरुष सुरक्षा गार्ड द्वारा एचएचएमडी से चेक किया जायेगा तथा सही पाये जाने पर ही प्रवेश दिया जायेगा। फ्रिस्किंग करते समय किसी भी यात्री/स्टाफ के शरीर को हाथ अथवा एचएचएमडी से नहीं छूयेंगे। एचएचएमडी से चेक करने पर यात्री/स्टाफ के शरीर से एचएचएमडी की दूरी कम से कम 2.5 सेमी0 होगी।
6. महिला यात्रियों, एलएमआरसी कर्मी/पुलिस/पीएसी/जी4एस सुरक्षा गार्ड/आउट सोर्सिंग की महिलाएँ को मल्टी जोन डीएफएमडी से प्रवेश करने से पूर्व ही उनको महिला सुरक्षा गार्ड द्वारा बता दिया जायेगा कि धातु की जो भी वस्तुएँ हैं, वह सब अपने हाथों में ले ले। तत्पश्चात इनको महिला सुरक्षा गार्ड द्वारा फ्रिस्किंग बूथ के अन्दर ही एचएचएमडी से चेक किया जायेगा तथा सही पाये जाने पर ही प्रवेश देंगे। फ्रिस्किंग करते समय किसी भी यात्री/स्टाफ के शरीर को हाथ अथवा एचएचएमडी से नहीं छूयेंगे। एचएचएमडी से चेक करने पर यात्री/स्टाफ के शरीर से एचएचएमडी की दूरी कम से कम 2.5 सेमी0 होगी।
7. बैगेज में संदिग्ध वस्तु होने पर उस बैग को यात्री से ही खुलवाकर चेक किया जायेगा तथा सन्तुष्ट होने पर ही प्रवेश करने की अनुमति दी जायेगी।
8. समस्त सुरक्षा गार्ड खाना एवं पीने के लिए पर्याप्त गर्म पानी घर से ही लायेंगे।
9. समस्त सुरक्षा गार्ड/पीएसी कर्मी/यूपीएमआरसी को स्टाफ ड्यूटी समाप्ति के पश्चात अपने हाथ सेनीटाइज करके जायेंगे तथा घर जाकर नहायेंगे तथा अपने समस्त कपड़े गर्म पानी में साबुन से धोयेंगे एवं जूतों को साफ कर घर के बाहर ही रखेंगे।
10. प्रतिदिन साफ धुली एवं प्रेस की हुई वर्दी पहनकर आयेंगे।
11. किसी को भी कूड़ादान/परिसर में थूकने नहीं दिया जाए।
12. लखनऊ मेट्रो द्वारा उपयुक्त स्थान पर सेनीटाइजर उपलब्ध कराया जायेगा, जिसका उपयोग सभी कर्मियों/यात्रियों द्वारा किया जायेगा।

  
 15/5/2020  
 CSC



	<b>UTTAR PRADESH METRO RAIL CORPORATION LIMITED</b>
<b>SOP for ECS System of UG Stations</b>	Doc No. O&M/E&M//COVID-19/02/R0 Date of Issue:-14/05/2020

**1.0 PURPOSE:**

- 1.1. These Procedures have been prepared in the framework of the present Corona Virus Disease (COVID-19) outbreak.
- 1.2. The Purpose of this SOP is to prevent spread of COVID-19 for ensuring proper safety of UPMRC commuters and Staff.

**2.0 SCOPE:**

- 2.1. To provide Safe & Healthy Environmental Control System at Lucknow Metro Underground Stations.
- 2.2. To perform required maintenance of the Environment Control System.

**3.0 PROCEDURE:**


- 3.1. In view of ISRAE/CPWD guidelines, the best action to limit the risk of COVID-19 infection is to ventilate indoor areas with fresh outdoor air as much as possible.
- 3.2. To ensure availability of Healthy & Safe environment, ECS System will be operated in open mode.
- 3.3. 100% fresh air will be taken from outside and 100% station air will be discharged to atmosphere without any recirculation of the air inside station.
- 3.4. ECS system will be operated to maintain 27-28 degree temperature in public area as well as Manned Station Rooms.
- 3.5. Toilet Exhaust Fans will be operational 24\*7 to continuously extract the air from the toilets.
- 3.6. All other unmanned equipment rooms will be properly ventilated.

**4.0 CLEANING & MAINTENANCE ACTIVITIES OF ECS SYSTEM:**

- 4.1. Cleaning of AHU Filters and FCU Filters will be done frequently.
- 4.2. Working of UVC Emitters of AHU will be checked regularly.
- 4.3. AHUs, Chillers, Cooling Towers, Pumps, and Water Treatment Systems will be checked regularly for any required maintenance.


**5.0 NODAL OFFICIALS:**

- 5.1. Shri. Vivek Kumar, AM/UG-E&M (Mob No. 7705005749)
- 5.2. Sri. Aquib Alam, JE/UG/E&M (Mob. No. 7311122996)

  
14.05/2020  
(A.K. SINGH)  
CEE/Traction

Copy to: Dir./Op, GM/Op, DGM/Op.



	<b>UTTAR PRADESH METRO RAIL CORPORATION LIMITED</b>
<b>SOP for Tunnel Ventilation</b>	Doc No. O&M/E&M//COVID-19/01/R0 Date of Issue:-14/05/2020

**1.0 PURPOSE:**

- 1.1. These Procedures have been prepared in the framework of the present Corona Virus Disease (COVID-19) outbreak.
- 1.2. The Purpose of this SOP is to prevent spread of COVID-19 for ensuring proper safety of UPMRC commuters and Staff.

**2.0 SCOPE:**

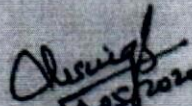
- 2.1. To ventilate the Lucknow Metro Tunnels with fresh outdoor air.
- 2.2. To perform required maintenance of the Tunnel Ventilation System.

**3.0 PROCEDURE:**

- 3.1. In view of ISRAE/CPWD guidelines & to limit risk of COVID-19 infection by air, Tunnels of Lucknow Metro will be ventilated with fresh outdoor air after revenue operation.
- 3.2. Fresh air from outside will be supplied inside the tunnel from one end with the help of TVFs and will be extracted through other end with the help of other TVFs.
- 3.3. The step wise details for operation of TVS at various sections are as follows :
  - **KDSS Ramp-HZNJ Tunnel**:- Fresh air intake from Hazarat Ganj Station Shafts & exhaust from KDSS Ramp.
  - **HZNJ-SHVA Tunnel**:- Fresh air Supply intake from Hazarat Ganj Station Shafts & exhaust from Sachivalaya Station Shaft.
  - **SHVA-HSGJ Tunnel**:- Fresh air Supply from Hussain Ganj Station Shafts & exhaust from Sachivalaya Station Shaft.
  - **HSGJ- CHBG Ramp**:- Fresh air Supply from Hussain Ganj Station Shaft & exhaust from Charbagh Ramp.
  - **CCAP – AMSM Ramp**:- Fresh air Supply from CCAP Station Shaft & exhaust from Amausi Ramp.
- 3.4. The above mentioned operations will be done for 5 Minutes in each UP and DN line.


**4.0 NODAL OFFICIALS:**

- 4.1. Shri. Vivek Kumar, AM/UG-E&M (Mob No. 7705005749)
- 4.2. Sri. Aquib Alam, JE/UG/E&M (Mob. No. 7311122996)

  
 (A.K. SINGH)  
 CEE/Traction

Copy to: Dir./Op, GM/Op, DGM/Op.



	<b>UTTAR PRADESH METRO RAIL CORPORATION LIMITED</b>
<b>SOP for AC System of Elevated Stations &amp; Depot</b>	Doc No. O&M/E&M//COVID-19/03/R0
	Date of Issue:-14/05/2020

**1.0 PURPOSE:**

- 1.1. These Procedures have been prepared in the framework of the present Corona Virus Disease (COVID-19) outbreak.
- 1.2. The Purpose of this SOP is to prevent spread of COVID-19 for ensuring proper safety of UPMRC commuters and Staff.

**2.0 SCOPE:**

- 2.1. To provide Safe & Healthy Air Conditioning System at Elevated Stations/Depot of Lucknow Metro.
- 2.2. To perform required maintenance of the Air Conditioning System.

**3.0 PROCEDURE:**

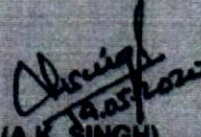
- 3.1. In view of ISRAE/CPWD guidelines, the best action to limit the risk of COVID-19 infection is to ventilate indoor areas with fresh outdoor air as much as possible.
- 3.2. To ensure availability of Healthy & Safe environment, Doors/windows of manned rooms will be kept partially open to provide fresh air.
- 3.3. System will be operated to maintain 27-28 degree temperature in Manned Station Rooms.
- 3.4. Toilet/Kitchen Exhaust Fans will be operational 24\*7 to continuously extract the air from the toilets.
- 3.5. Ceiling/Pedestal Fans will be operated keeping windows/doors partially open.
- 3.6. All other unmanned equipment rooms will be properly ventilated.

**4.0 CLEANING & MAINTENANCE ACTIVITIES OF ECS SYSTEM:**

- 4.1. Cleaning of AC Filters will be done frequently.
- 4.2. VRV units, Indoor Units will be checked regularly for any required maintenance.

**5.0 NODAL OFFICIALS:**

- 5.1. Shri. Ashok Pious, AME&M (Mob No. 7705005678)
- 5.2. Sri. S. K. Nirala, SE/E&M (Mob. No. 7705004813)

  
(A.K. SINGH)  
CEE/Traction

Copy to: Dir./Op, GM/Op, DGM/Op.



	<b>उत्तर प्रदेश मेट्रो रेल कॉर्पोरेशन लिमिटेड</b>	
<b>SOP for Train cleaning/Sanitization</b>	Doc No. O&M/RS/COVID-19/01 Rev-2	
	Date of Issue :28/05/2020	Page: 1 of 1

**1.0 PURPOSE:**

- 1.1 These procedures have been prepared in the framework of the present Corona Virus Disease (COVID-19) outbreak.
- 1.2 The purpose of this SOP is to ensure proper safety for prevention of spread of COVID-19 through train.

**2.0 SCOPE:**

- 2.1 To perform the train Cleaning/Sanitization work in depot and Main line.
- 2.2 To have enhanced cleaning of Trains (being in constant proximity of the passengers) in the depot or at stabling/terminal station.

**3.0 PROCEDURE:**

- 3.1 **Cleaning of Trains in Depot:** All the Trains planned for revenue service shall be thoroughly cleaned and sanitised from inside in the previous night in the depot by Fumigation/Misting of Sodium Hypochlorite (Bleach) & then do the regular cleaning with R2 and other chemicals.
- 3.2 **Cleaning/sanitisation of Trains Stabled on Main Line:** Trains stabled on main line shall be cleaned/disinfected in the night with the solution mentioned in Para 3.1.
- 3.3 **Sanitisation of Trains at Munshipulia station during revenue hours:** Sanitisation of the frequently touched areas inside the saloon, such as grab rails, grab poles, grab handles etc will be done once in afternoon at Munshipulia station during reversal from siding.
- 3.4 Master controller is to be disinfected by alcohol based sanitizer by Train Operator (TO) when the crew changes.
- 3.5 Extensive cleaning of trains using 'Auto wash plant' is to be done once in three days as being done earlier.

**4.0 NODAL OFFICIALS:**

- 4.1 Shri Anil Kumar Verma, SSE/RS (Mob No.7311122699)
- 4.2 Shri Nishesh Kumar, AM/RS (Mob No.7705005643)

(लीला धर सिंह यादव)  
महाप्रबंधक/चल स्टॉक

**वितरण:** मप्र/परि., मप्र/सिविल, उपमप्र/चस्टॉ, उपमप्र/परि.  
**प्रतिलिपि:** निदेशक/परिचालन- सादर सूचनार्थ.





# उत्तर प्रदेश मेट्रो रेल कॉर्पोरेशन लिमिटेड

**SOP for working in Depot and Cleaning & sanitization of workshop in Depot.**

Doc No. O&M/RS/COVID-19/02 Rev-1

Date of Issue : 16/05/2020

Page: 1 of 1

## 1.0 PURPOSE:

- 1.1 These procedures have been prepared in the framework of the present Corona Virus Disease (COVID-19) outbreak.
- 1.2 The purpose of this SOP is to prevent spread of COVID-19 for ensuring proper safety of staff working in depot.

## 2.0 SCOPE:

- 2.1 Working in depot to perform the preventive and corrective maintenance of the train to ensure staff safety.
- 2.2 Cleaning and sanitization of workshop area and rooms in depot.

## 3.0 PROCEDURE:

### 3.1 Working procedure in depot:

- 3.1.1 The staff deployment & preventive maintenance shall be planned to reduce the contact of shift staff between two shifts.
- 3.1.2 All staff will enter the workshop area only by workshop main gate after using sanitizer kept at the Workshop main gate.
- 3.1.3 All the staff will always wear face masks and hand gloves. They shall maintain physical distancing and avoid personal contacts, handshakes with their colleagues and seniors. Instead they shall say 'Namaste' for greeting each other. 'AAROGYA SETU' App in the mobiles of all the staff is desirable for ensuring non-entry of staff with suspected proximity with COVID-19.

### 3.2 Cleaning & sanitization of workshop in Depot:

- 3.2.1 All the areas of workshop shall be thoroughly cleaned and sanitised by Fumigation/Misting of Sodium Hypochlorite (Bleach) followed up with its wiping with dry duster once on daily basis.
- 3.2.2 All office rooms, handrail, stairs, gallery area of workshop are to be thoroughly disinfected by Fumigation/Misting once a day.
- 3.2.4 Office Doors shall be kept open as far as possible.

## 4.0 NODAL OFFICIALS:

- 4.1 Shri Anil Kumar Verma, SSE/RS (Mob No. 7311122699)
- 4.2 Shri Siddharth Kumar, AM/RS (Mob No. 9015426826)

(लीला धर सिंह यादव)  
महाप्रबंधक/चल स्टॉक

वितरण: मप्र/परि., मप्र/सिविल, उपमप्र/चस्टॉ, उपमप्र/परि. एवं सभी स्टॉफ की सूचना हेतु सूचना पट पर.

प्रतिलिपि: निदेशक/परिचालन- सादर सूचनार्थ.



 <b>UTTAR PRADESH METRO RAIL CORPORATION LIMITED</b>	
Standard Operating Procedure for Token sanitisation	Version : 01
	Date of Issue : 14.05.2020
	Page : Page 1 of 3

1.0	<b>OBJECTIVE</b>
1.1	To define procedure for token sanitisation at all metro station due to COVID-19
2.0	<b>SCOPE</b>
2.1	This procedure is applicable for sanitising all smart tokens which is collected inside AFC Gate after exit.
3.0	<b>RESPONSIBILITY:</b>
3.1	<b>Operation:</b> <ol style="list-style-type: none"> <li>For token movement from each station to nominated station/stations and vice-versa</li> <li>Token sanitisation</li> </ol>
3.2	<b>Maintenance:</b> <ol style="list-style-type: none"> <li>To maintain UVC Light chamber</li> </ol>
4.0	<b>PROCEDURE</b>
4.1	<b>COLLECTION OF TOKEN</b>
4.1.1	Each station comprises minimum 3 AFC Exit Gates at station. At a time only one exit Gate shall be used for exiting the passenger. In case if it is required to operate more Exit Gate, alternate AFC Gate will be used for operation. Unused AFC Exit Gate shall be barricaded through Q manager.
4.1.2	Passenger drops token while exiting from AFC Gate. These tokens are collected inside Gate container.
4.1.3	Operator will remove this container and note down the token count.
4.1.4	This container with tokens will be moved to nominated station/stations by Station controller for token sanitisation. (Necessary record can be maintained in register for record and tracking purpose)
4.1.5	Operator will fix new empty container inside AFC Gate and make AG serviceable.

*July*  
14/5/20





**UTTAR PRADESH METRO RAIL CORPORATION LIMITED**
**Standard Operating Procedure for Token  
sanitisation**
**Version : 01**
**Date of Issue : 14.05.2020**
**Page : Page 2 of 3**

4.1.6	At nominated metro station one Ultra Violet Lamp based Germicidal chamber is kept for token sanitisation purpose in which these tokens will be sanitised. Process for token sanitisation will be described separately.
4.1.7	After sanitisation this container will come back to the originating station for use in TOM or TVM.
4.1.8	Empty container from TOM or TVM shall be used in AG for replacing container.
4.1.9	Cycle of container and token sanitisation shall be repeated .
4.1.10	One Gate comprises two containers each having full load capacity of 2000 token each. Try to minimize the replacement of container to reduce the frequency of token sanitisation cycle.
4.1.11	Each station shall have some additional stock of sanitized tokens in station stock for handling any unexpected condition as per their footfall history.
<b>5.0</b>	<b>TOKEN SANITISATION PROCESS</b>
<b>5.1</b>	<b>PREREQUISITE</b>
<b>5.2</b>	<b>UVC Lamp Germicidal Chamber, Mask, Gloves</b>
<b>5.2.2</b>	<b>LOCATION: Nominated Station/Stations</b>
5.3	Operator must have wear mask and Hand Gloves before starting this operation
5.4	All tokens from container shall be placed inside Chamber on a metal wire mesh in such a way that no token should cover each other surface. Mesh is placed in such a way inside chamber that it can receive UVC light from Top and bottom.
5.5	Now close the door of chamber and switch on the supply of UVC Lamps for 5 minutes.
5.6	Now switch off the supply
5.7	Remove all the tokens and place it aside.
5.8	Now put empty container inside chamber.
5.9	Close the door of the chamber.

*Done*  
14/5/20



 <b>UTTAR PRADESH METRO RAIL CORPORATION LIMITED</b>	
<b>Standard Operating Procedure for Token sanitisation</b>	<b>Version : 01</b>
	<b>Date of Issue : 14.05.2020</b>
	<b>Page : Page 3 of 3</b>
5.10	Switch on the supply and keep it is on for 5 minutes.
5.11	Switch off the supply
5.12	Now open the door and remove the container.
5.13	Again close the door.
5.14	Now container and tokens both have been sanitised and can be send to originating stations for using in TOM or TVM.
6.0	<b>PRECAUTIONS</b>
6.1	Operator who is performing this operation it is mandatory for him that he or she has to wear Mask and Gloves.
6.2	After performing this operation mask and Gloves must be disposed of safely.
6.3	Never come in direct contact of Ultra Violet rays. It can be harmful for skin and eyes.
6.4	Operator always ensure during accessing of inside portion of chamber , supply of UVC Lamps must be switched off.
6.5	Door of UVC chamber must be properly closed during sanitisation process.

  
 GM/S&T 14/5/20





# UTTAR PRADESH METRO RAIL CORPORATION LTD.

(Formerly known as Lucknow Metro Rail Corporation Limited)

(A JOINT VENTURE OF GOVT. OF INDIA & GOVT OF U.P.)

Administrative Building, Vipin Khand, Gomtinagar, Lucknow-226010

No. UPMRC/GM(Civil)/SOP/Housekeeping

Date: 14.05.2020

## Standard Operating Procedure for Housekeeping and Sanitisation of stations

- Purpose:** The purpose of this Standard Operating Procedure (SOP) is to describe the process of housekeeping and sanitization of stations to mitigate the risk of infection by COVID-19.
- Scope:** This SOP is applicable for housekeeping and sanitization of stations to mitigate the risk of infection by COVID-19.
- Responsibility:** Concerned JE (Civil) and Maintainers shall be responsible for ensuring housekeeping and sanitization of stations to mitigate the risk of infection by COVID-19. Following officers are being deputed as COVID Managers for the stations-

Shri O. P. Srivastav, AM (Civil)	Mob no. 9696105600	COVID Manager for stations from CCAP to Charbagh station	Shri M. K. Khare, DGM (Civil) shall be Chief COVID Manager (Mob no. 9412750640)
Ms Kavita Singh, AM (Civil)	Mob no. 7706911155	COVID Manager for stations from Husainganj to Vishwavidyalay station	
Ms Gaurav Srivastav, AM (Civil)	Mob no. 8882149352	COVID Manager for stations from ITC to MSPA station	

COVID Managers shall be responsible for ensuring implementation of prescribed procedure and precautions at stations.



In case of any lapse / difficulty in implementation, the issue shall be immediately brought to notice of GM/Civil. Chief COVID Manager shall submit weekly report on compliance of prescribed procedure and precautions to GM (Civil) every Monday.

#### 4. Risks envisaged

- Contamination from passengers
- Contamination from UPMRC officials
- Contamination from security and contractor's staff including housekeeping staff, and horticulture staff
- Contamination from PD staff
- Contamination from Materials such as baggage, tools, eatables etc.

#### 5. Housekeeping and Sanitisation of stations

##### A) Prior to resumption of Train service

- a. All stations including platforms, track bed in platform area, SCR, TOM, EFO, AFC, system rooms, wash rooms, PD, entire paid and unpaid area including mats, entry/exit, staircase, lifts and escalators etc shall be thoroughly cleaned/ washed and sanitized by fumigation of 5% Sodium Hypochlorite (Bleach) (with dilution of 1 in 15).
- b. Damp wiping of all touchable surface like hand rail, door handle, switches, lift panel, AFC panel, TOM counter etc. by alcohol based sanitizer.
- c. Sanitizing of washrooms with alcohol based sanitizer.

##### B) On resumption of Train service

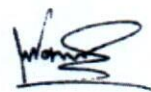
- a. All stations including platforms, track bed in platform area, SCR, TOM, EFO, AFC, system rooms, wash rooms, PD, entire paid and unpaid area including mats, entry/exit, staircase, lifts and escalators etc shall be thoroughly cleaned/ washed daily and sanitized as under-

S. N.	Sanitisation activity	Frequency
1	Fumigation of 5% Sodium Hypochlorite (Bleach) (with dilution of 1 in 15) at all stations/Depot area including washrooms and surroundings up to reachable area.	Once daily



2	Damp wiping of all touchable surface like hand rail, door handle, switched, lift panel, AFC panel, TOM counter etc. by alcohol based sanitizer.	2-3 hours
3	Sanitizing of washrooms with alcohol based sanitizer and Taski R1 alternatively. Special care shall be given to sanitization of water taps of wash rooms and water fountains.	2-3 hours

- b. Housekeeping staff and UPMRC officials shall follow Social Distancing Norms and other precautionary norms (like frequent hand sanitization, avoiding frequent touching of face and putting on face masks) for avoiding COVID infection, inside the station premises.
- c. COVID managers shall give proper briefing/training to respective JEs and maintainers for sanitation and housekeeping in consultation with Chief COVID Manager.



(Indrajeet Verma)  
GM(Civil)

Copy to:-

1. Director (W&I) and Director (Operations) for kind information.
2. GM (Operations), GM (RS), GM(Traction), GM(S&T)
3. DGM (Civil) and all AMs
4. All JEs and Maintainers