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## 1 Introduction

This procedure provides the guideline to be followed for working of stations and trains while resumption of revenue service. This procedure shall be communicated to all contractor staffs and O&M staffs.

## 2 Applicability

This procedure is applicable to all KMRL O&M staffs and all other involved in working of trains and stations. All Dy HODs to ensure that this SOP is circulated among all staffs and a token of acknowledgement to be taken for understating the guidelines laid in this procedure.

## 3 Headway and train Service

1. Resumption of revenue services will be in staged manner as detailed below:

### Stage I (07.09.2020 & 08.09.2020)

- i) Revenue services from 07:00hrs to 12:00 & 14:00 to 20:00 with Headway of 10 mins.
- ii) Between 12:00 to 14:00, there will be no passenger services.

### Stage II (09.09.2020 onwards)


- i) During weekdays, revenue services from 07:00hrs to 22:00 with the headway as follows:

From	To	Headway
07:00	12:00	10 mins
12:00	14:00	20 mins
14:00	21:00	10 mins

- ii) On Sunday, services will start from 08:00hrs.
  - iii) Based on the passenger patronage, management will take decision to increase/decrease the headway as and when required.
2. Dwell time at stations shall be kept at minimum of 20 seconds for proper ventilation & fresh air circulation. At terminals, minimum 05 minutes shall be kept as the layover time with saloon doors in open condition.
  3. Trial run shall be done before introduction of revenue services.
  4. If any station falls under containment zone, the same will be closed for public as per the decision taken by the management.

## 4 Preparatory works and system Fitness



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1. Before the resumption of revenue services, all departments has to ensure that the systems are safe and healthy.
2. Dy HODs to ensure advance planning for mobilising staff, equipment and material for cleaning and maintenance, pre-check of essential equipment at stations and in trains.
3. Following fitness from concerned departments duly signed by authorized KMRL person shall be provided to respective stations, OCC before the commencement of revenue service as applicable as per the attached Annexures 1-5.
  - a) Track fitness, Structure Fitness and SOD clearance from CTR
  - b) Traction fitness from PST.
  - c) All electrical installations including lifts & escalators fitness of individual stations are fit.
  - d) Train fitness from RST.
  - e) ATP fitness of train, all signalling equipment and gears including all points and signals from STC.
  - f) Telecom fitness of all PIDS and PAS form COM.
  - g) AFC system fitness of individual stations from COM.
4. All Dy HODs to ensure that all staffs under their respective departments are counselled so that they themselves gain confidence and handle the situations in a proper manner.


## 5 Cleaning and Disinfection of Trains

1. The trains not to be stabled at main line during non-revenue hours till further instructions.
2. After revenue service all the trains will be sent to depot on daily basis. RST department shall ensure that the air-condition ducts of the trains are cleaned before inducting the train in service. The air condition filters shall be cleaned every week when a train is inducted in service. A check list of train cleaning to be maintained and kept in the trains duly signed by the Rolling stock staff.
3. The target temperature of the saloon AC shall be set at 26 degree Celsius. Relative humidity should be in the range of 40-70%. RST Dept. shall take random checking in all trains to ensure these.
4. RST Dept to ensure train is cleaned thoroughly during non-revenue hours at depot before putting them into passenger revenue services. Train-grab pole, grab handle and seats will be cleaned every night with disinfectant before inducting for revenue service. For metallic surfaces 70% alcohol based cleaner can be used to wipe down surfaces. All trains in revenue service to be sprayed using hypochlorite base disinfectant.

## 6 Awareness for public

1. Necessary Do's and Don'ts shall be displayed at all stations.
2. Announcement & video message in trains and stations regarding the following shall be displayed
  - a. Person should travel according to the government guidelines only.
  - b. Advise passengers to travel with minimum baggage and avoid metallic items.




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- c. pre-recorded advisories to commuter to adhere to the norms of social distancing while boarding and travelling in Metro Encourage use of stairs.
- a. Advise to avoid unnecessary travel.
- b. To maintain social distancing inside stations and trains.
- c. Advise passengers to sit on alternate seats and stand keeping social distancing of at least 1 metre.
- d. Announcement for passengers not to sit in the seats marked for keeping vacant.
- e. Use of 'Aarogya Setu App' will be encouraged and passengers will be apprised through various media regarding benefits of using Aarogya Setu App.
- f. Other Corona related advisory as per Health department's latest guidelines.
- g. Campaigning through electronic/print/social media, poster, banner, hoarding, website, to instill confidence in general public to use public transport.

## 7 Screening, sanitization and social distancing for Passengers

1. All stations to be disinfected on daily basis.
2. Inform passengers to use hand sanitizer at entry points of stations. Foot pedal operated hand sanitisers will be kept at all entry points of stations.
3. Social distancing of passengers at stations to be monitored by respective station controllers through CCTV. Security controllers available at security control room shall also monitor social distancing through CCTV.
4. All passengers has to wear masks.
5. For cashless transactions Kochi1 card usage shall be encouraged.
6. TOM/EFO staff shall communicate to the passengers through the mic and speaker available at the EFO.
7. All TOM, EFO and other staffs dealing with cash shall wear cotton hand gloves.
8. Necessary preventive measures have been taken to adopt contactless ticketing and its digital payment at stations.
9. Passenger should be screened for body temperature through infrared thermometer by KMSP. In addition, thermal camera will be placed at stations with high footfall. If any person is found with symptoms of covid-19, Station controller shall
  - I. Guide the passenger to the isolated place identified for this purpose at each stations.
  - II. Email at [idspekm@gmail.com](mailto:idspekm@gmail.com) with passenger details/address.
  - III. Call Tele health Help Line number at 8086882228.
  - IV. Follow the instructions provided from the help line.
  - V. Report to OCC.
10. Instructions at all lifts to be displayed for limiting 2-3 persons per lift.
11. Advise passengers to stand on alternate steps on escalators to maintain social distance.
12. Contactless frisking will be done for passengers during their entry. Frisking & scanning will be taken care by KMSP as per Govt. Guidelines.
13. Availability of liquid soap in toilets should be strictly ensured by the station controller.
14. Make announcement to maintain social distancing (minimum 1m separation) while sitting in the train, queuing at ticket window and at entry/exit of AFC gates.




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15. All public contact points like AFC gates, ticket counters, Hand rails of staircase, Escalators, Lift buttons, Platform chairs should be cleaned with disinfectant every 4 hours or earlier as per requirement.
16. Public toilets may be given special attention. These should be cleaned, disinfected regularly as per requirement
17. Station Controllers to identify the area where passenger movement or contact within the stations are frequent. More frequent cleaning of such areas using disinfections should be done. The timing of Intensive cleaning and frequency of cleaning of other areas shall be identified by the station controller and guide the cleaning staffs accordingly.
18. Station controller shall ensure proper cleanliness and hygiene of the station. SC shall frequently supervise the cleaning and take rounds of the station frequently. Stations shall be disinfected completely during non-revenue hours.
19. Entry of commuters shall be based on guidelines issued by the Government time to time.

## 8 Crowd Control

1. Crowd at the stations to be regulated. Whenever excess of passengers are observed in the platform area, entry of the passengers at the gate may be restricted. The areas crowding can take place are as under:
  - Entry gates
  - Frisking area near gates
  - Ticket Counters, Customer Care
  - AFC Gates at entry and Exit.
  - Lifts, escalators
  - Platforms
2. Ensure social distancing at all station entry points by controlling the crowd at station entry points.
3. Maximum two entry gates shall be kept open for passenger entry.
4. Overall monitoring and controlling shall be done by on-duty station controller at station level in coordination with OCC.
5. Social distancing signages at entry/exit, concourse, lift & escalators and platforms.
6. Additional deployment of supporting staffs shall be deployed at all stations to maintain social distancing by the passengers at crowding points. It may also monitor through OCC. Required number of supporting staff shall be provide by all O&M departments.
7. Overall monitoring and controlling shall be done by on-duty station controller at station level in coordination with OCC.
8. Additional staffs assigned at passenger regulation shall try to perform the duty at the designated place and shall try to avoid movement at other rooms or should avoid conversations in a place as a group.
9. Executives at the level of AM/Manager should be deployed per 03 stations who will take round to ensure cleanliness and maintaining social distancing at the stations.
10. Liaison with state police and local administration for regulating crowd outside station and to deal with contingencies.



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## 9 Guidelines for working of Train Operations

1. Breath Analyser (BA) Test exempted during Sign ON/Sign OFF till further order. However, a declaration in lieu of BA Test shall be given by each Train Operator before Sign ON. A separate Declaration register shall be provided at Crew Office, DCC & terminal stations.
2. While Sign ON /OFF, Train Operator should use their own pen. Common pens, if any, may be removed.
3. Train Operator should wear the masks & hand gloves while on duty.
4. Strictly follow the personal hygiene and regular washing of hands before & after each trip.
5. Portable sanitizer bottles shall be kept in each cab of train and inform to crew control office to recoup time to time.
6. Crew controller shall prepare the cyclic roster such a way that all the staff shall perform the driving duty equally.
7. Ensure minimum staff available at crew control office.
8. Unless otherwise it is essential, ensure no person other than Train Operator shall travel in the driving cab. If situation warrants, allow the staff only if they wear mask & offer the sanitizer to staff upon boarding the cab.
9. Crew control shall always maintain the minimum stock of hand gloves, masks, portable sanitizers & liquid soap.
10. Ensure the hygiene at work place always.
11. Stop usage of Night halt rooms provided at terminal stations, Depot till further order. However, these rooms shall be kept cleaned, sanitized & well ventilated by keeping windows open.

## 10 Personal protection for all Staffs


1. Before sign on, all staffs shall undergo thermal screening available at stations and depot. If any staffs feel any symptoms such as fever, respiratory problem and if feeling unwell should leave the workplace immediately after informing their reporting officers. Such employees shall observe home quarantine as issued by the government.
2. Ensure proper cleaning and frequent sanitization of the workplace, particularly the frequently touched surfaces. Office spaces, including conference rooms should be cleaned every evening after office hours or early in the morning before the rooms are occupied. All areas in the stations, OCC building and all other offices in the main line and depot premises including the following to be disinfected completely using user friendly disinfect mediums.
  - a. Entrance gate of building, office etc.
  - b. Cafeteria and canteens
  - c. Meeting room, conference halls/ open areas available/ veranda/entrance gate of site, bunkers, cabins, buildings etc.
  - d. Equipment and lifts
  - e. Wash room, toilets, sink, water points etc.



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- f. Walls/all other surfaces.
3. As far as possible, instead of air conditioners fresh air intake through open windows and doors can be used. Rooms fitted with fans can use fans running at low or medium speed with intake of fresh air as much as possible.
4. To minimise the spreading of the corona viruses through airflow in air conditioners, following steps shall be adopted.
  - a. Temperature settings of Air conditioners in offices should be in the range 26 degree Celsius.
  - b. Relative humidity should be in the range of 40 – 70%.
  - c. Intake of the fresh air should be as much as possible.
  - d. Recirculation of the air should be avoided to the extent possible.
  - e. Cross ventilation should be adequate.
  - f. Replacement of air by using the facility of exhaust fans in the nearby area.
  - g. Air sanitisation should be very frequent by regular cleaning and sanitisation of filters in the indoor unit.
  - h. Avoiding direct contact of air flow
5. All equipment rooms like SER, Telecom, central server rooms and OCC to be monitored by concerned technical departments.
6. Wearing of face cover is compulsory in all public spaces, work places for all staffs. Housekeeping staffs and staffs using common equipment and working at common places shall use hand gloves. All disposable protective items after use shall be kept in a separate waste bag. Such bags shall be disinfected before being collected for disposal.
7. Staffs should keep the social distancing. Seating at least 6 feet away from others on job sites and in the gatherings, meetings and training sessions shall be ensured. Meetings shall be limited and shall disinfect the meeting room before the meeting starts.
8. Undertake essential correspondence on official Email, DDFS and avoid sending physical files and documents to other offices, to the extent possible.
9. While coughing and sneezing the staffs shall cover with hand, stay at isolated place and shall not cough or sneeze towards any passengers or co staffs.
10. Use stairs and avoid use of lift and escalators while on duty as far as possible.
11. All visits including institutions for projects work and other non-essential visits at OCC, Depot will not be permitted till further orders.
12. Frequently wash the hands with soap water at least for 20 seconds or use alcohol-based hand sanitizers. Stay away from flames and sparks while using sanitizers or immediately after applying.
13. All Managers/Assistant managers shall ensure availability of hand sanitizers placed at convenient places in their respective offices/departments and at the entry and exit.
14. Lunch breaks of respective branches shall be staggered by the individual department heads to ensure social distancing. Only parcel food will be available at depot canteen.
15. Use intercoms and telephone for relaying messages.



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16. Individual employees shall ensure proper sanitisation of commonly used work equipment's between the shifts. The same shall be reflected in the handing over/taking over diaries.
17. All staffs including contractors and SISF personnel are advised to install and use Arogya Setu app in the mobiles.
18. Social distancing shall be followed in vehicles used for transporting operating staff. All vehicles will have hand sanitizers. Responsible persons to ensure keys, vehicle (steering wheels etc.) and resting surfaces to be regularly cleaned with spray and wipe.
19. Hand bags and shoulder bags shall be kept in lockers where ever provided.
20. All employees who are at higher risk including pregnant employees and employees who have underlying medical conditions should take extra precautions. Those employees should not be exposed to any front-line work requiring direct contact with the public.
21. List of hospitals/clinics in the nearby areas, which are authorised to treat COVID-19 patients, should be identified and list should be available at all stations, OCC and other offices in depot.
22. All security personnel including SISF shall also be screened before being deployed for duty.
23. Security personnel deployment shall be done only for those who are below 55 years.


## 11 Kiosks

1. All kiosks should be cleaned and sanitised prior to the opening by tenants.
2. All kiosks staff shall follow the preventive measures mentioned as per the clause 10 "Personal protection of all staffs" above.
3. Sanitisers and tissue papers shall be placed at all kiosks.
4. Dust bins shall be provided at kiosks.
5. Maintain hygiene at the surroundings of all shops.
6. Kiosk Staff to ensure social distancing by the customers during bill payment.
7. Frequent sanitisation of common touch points of staffs and customers shall be done.

## 12 Feeder Services/E-rickshaws & Parking

1. For feeder / e-rickshaws with three seater, passenger can sit in alternate seats and for 2 seater only one passenger can be accommodated.
2. Following guidelines "*Covid-19 Health advisory for drivers, crew & passengers of taxis & interstate vehicles vide No. 31/F-2/2020/Health dated 22<sup>nd</sup> May 2020 issued by Govt of Kerala to be adhered.*
  - a) Clean and disinfect the vehicle after each journey.
  - b) Transparent separation between the front row having driver's seat and the back seats.
  - c) Always maintain social distance with passenger as far as possible.
  - d) Avoid contact with hand baggage and personal items of passengers.
  - e) Passenger shall wear masks properly at all times during journey.



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- f) Passenger shall carry minimum luggage and handle their luggage themselves as far as possible.
- g) Any driver, crew or passenger develops symptoms he/she shall contact health Help Line number at 8086882228 and follow the instructions provided from the help line.
3. a) Proper crowd management in the parking lots ensured duly following social distancing.
- b) Encourage cashless transaction as far as possible in parking.
- c) The parking lot attender has to wear mask and gloves.