



**Office of the Principal Chief Commercial Manager
South Central Railway, Ministry of Railways, Government of India,
Rail Nilayam, Secunderabad-500 025 (Telangana)**

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Date: 20.03.2024

Sr.DCM/SC, HYB, BZA, GNT, GTL & NED

Sub: Action Plan for handling Holi Rush 2024

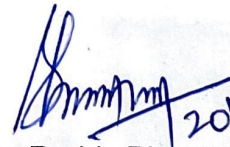
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In order to meet Holi rush 2024, Holi specials towards routes of demand have been planned in advance and a total of 20 Originating trips are being operated towards Uttar Pradesh (GTNR & GKP), Bihar (DBG, MFP, RXL, PNBE & CPR), Orissa/West Bengal (SHM & SRC) and towards Gujarat/Rajasthan(LGH). The trains have been fired well in advance and widely publicized, resulting in optimal occupancy of the Holi specials.

Further, the following instructions are reiterated to Divisions for smooth handling of Holi rush at stations and on trains till 25.03.24:

1. Special focus at stations where renovation/station redevelopment works are under progress. The crowd should be regulated through barricading, providing separate Entry & Exit, Display of Entry & Exit boards etc to facilitate smooth passage of passengers to & from Station Premises.
2. Assistance of Scouts & Guides, NSS and other voluntary organisations to be obtained for regulating crowd at station premises.
3. Special focus should also be made at FOBs to avoid overcrowding and to facilitate free movement of passengers.
4. Rush Handling Cells involving officers & staff to be constituted for monitoring from Divisional office and at major stations, where Holi specials are originating. Inspectors/Supervisors to be deputed at major enroute stations for rush handling/queue management.
5. Maximum No. of ticket counters to be operated, duly opening additional counters to be manned by Supervisors during peak hours.
6. ATVM facilitators to be arranged at all major stations and passengers to be suitably diverted to ATVMs in case of long queues at counters.
7. The usage of "UTS" mobile App/UTS ticket sale through QR code to be actively promoted.
8. The ticket checking activities to be strengthened at Stations/in trains duly deploying squads etc in a big way to curb ticketless travel and also to restrict entry of unauthorized persons.

9. Joint drives to be conducted by Ticket checking staff and RPF Personnel. One Joint drive regarding unauthorized passengers travelling in reserved coaches is being conducted in identified trains from 18.03.24 to 24.03.24.
10. Information/display boards to be displayed at ticket counters and stations in a conspicuous manner about the availability of special trains for the information of Passengers.
11. The enquiry counters/information display systems to be made fully functional for dissemination of information related to special trains, train running etc. It should be ensured that Display Boards are disseminating correct information.
12. Strengthening the deployment of RPF staff at Stations to regulate the queues/passenger crowding at counters/ at the time of boarding of popular trains during the peak hours.
13. Catering checks to be intensified to control instances of overcharging, unauthorized hawking etc. Availability of food items at stalls/ onboard and especially Packaged Drinking water to be ensured, in view of onset of summer. The assistance of NGOs/Other voluntary organizations to be taken in supply of drinking water.
14. Adequate Ticket checking staff to be deputed for manning of all reserved coaches. All reserved coaches of Holi Specials (originating & pass through) to be invariably manned. The details of Manning plan is enclosed.
15. Adequate drinking water facility, proper upkeep of waiting halls, functioning of passenger amenities at stations/trains to be ensured.
16. The availability of water in coaches to be monitored and watering to be ensured at enroute watering stations.
17. Special emphasis to be laid on cleanliness of station premises. Enroute cleaning to be ensured at Clean Train Stations (CTS) and major enroute stations.
18. For the convenience of senior citizens, adequate numbers of wheel chairs in workable condition to be made available at stations.

 20/03/24

(Bhaskar Reddy Pinreddy)

Dy.Chief Commercial Manager/G

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