



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

C.272/G-II/P/Vol.VII

Date: 06.05.2024

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

Sub: Action Plan for handling Election Rush from **09.05.24 to 16.05.24**

Ref: Dy.CCM/G/SCR Lr.No. C.272/G-II/P/Vol.VII dated 11.04.24

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Please connect this office letter under reference, wherein Action plan for handling summer rush has been communicated. As part of the ongoing Lok Sabha/ Assembly polls, elections are scheduled to be held on 13.05.24 in parts of Uttar Pradesh, Bihar, West Bengal, Jharkhand, Odisha, Madhya Pradesh, Maharashtra and states of Andhra Pradesh and Telangana. Considering that significant population from these states are staying within jurisdiction of South Central Railway, there is likelihood of sudden increase in travel from 09.05.24 to 16.05.24.

Further, the elections in states of Telangana and Andhra Pradesh may specifically lead to intra-state and inter-state travel, especially from twin cities of Hyderabad/Secunderabad towards different destinations in Andhra Pradesh. In view of prevailing heat conditions in both the states and likely continuation of such conditions, extra precautions are also warranted. In view of the above, specific emphasis be laid in handling of summer rush from 09.05.24 to 16.05.24 to meet the travel needs of passengers. In this regard, the following instructions are reiterated for smooth handling of rush at stations and on trains:

1. Special focus to be laid 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 summer specials are originating. Inspectors/Supervisors to be deputed at major enroute stations for rush handling/queue management. Any requirement of extra coaches/ running of specials to be brought to the notice of CCM/PM.
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 to arrest travelling of unauthorized passengers travelling in reserved coaches. One joint drive has already been communicated by Headquarters from 06.05.24 to 12.05.24.
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 summer and prevailing heat conditions. The assistance of NGOs/Other voluntary organizations to be taken in supply of drinking water.
14. Adequate Rail Neer/ Drinking water may be made available at both ends of platforms in order to facilitate passengers of GS coaches.
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. Adequate Ticket checking staff to be deputed for manning of all reserved coaches. All reserved coaches of summer Specials (originating & pass through) to be invariably manned. If required, staff to be temporarily drawn from stations/squads for ensuring 100% manning.
18. Special emphasis to be laid on cleanliness of station premises. Enroute cleaning to be ensured at Clean Train Stations (CTS) and major enroute stations.
19. For the convenience of senior citizens, adequate numbers of wheel chairs in workable condition to be made available at stations.


(Bhaskar Reddy Pinreddy)
Dy.Chief Commercial Manager/G

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