



बी. नाग्या आई आर टी एस
B. NAGYA IRTS



प्रमुख मुख्य परिचालन प्रबंधक
दक्षिण मध्य रेलवे
रेल निलयम, सिकंदराबाद - 500 025
Principal Chief Operations Manager
South Central Railway
Rail Nilayam, Secunderabad - 500 025

D.O. No. C.272/G-II/P/Vol.VII

Date: 15.04.2024

My dear Narendra,

Sub: Action Plan for handling Summer Rush 2024

Ref: Dy.CCM/G/SCR Lr. No.C.272/G-II/P/Vol.VII dated 11.04.2024

In view of onset of summer season, Divisions need to gear up to handle the rush at stations and onboard. Further, enhanced movement of Passengers is also anticipated because of scheduled Lok Sabha Elections and Assembly elections in four states. Special trains are being planned to cater to the rush in major routes having high demand. In this regard, detailed Action Plan has been communicated to Divisions vide letter under reference (copy enclosed).

Apart from the instructions contained therein, the following may also be ensured for hassle-free travel of Passengers:

- 1) Railway Board has advised for 6 hourly reporting of rush monitoring at major stations. At present, Secunderabad, Hyderabad and Vijayawada stations have been included for this purpose and more stations may be added in due course.
- 2) At major stations, Officers and Supervisors to be deputed for monitoring of rush situation and for taking necessary steps immediately. At relatively smaller stations, Supervisors may be deputed for rush monitoring. Special emphasis may be given to train originating stations and important enroute stations with high originating passengers.
- 3) Divisions need to be in readiness for clearing extra rush by attaching extra coaches in trains having room and for running special trains in case of requirement, at short notice. A Contingency Plan may be formulated in this regard.

I request your personal intervention in this regard to ensure that summer rush is handled smoothly and effectively.

with best regards

B. Nagya
(B. Nagya)

Principal Chief Commercial Manager

Shri Narendra A Patil,
DRM/BZA



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

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In view of onset of Summer season, Divisions need to gear up to handle the rush at stations and onboard. Further, enhanced movement of Passengers is also anticipated because of scheduled Lok Sabha Elections and Assembly elections in four states. Special trains are being planned to cater the rush towards towards routes of demand. Further, the following instructions are reiterated to Divisions for smooth handling of summer rush at stations and on trains:

1. Special focus 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.
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.
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 summer Specials (originating & pass through) to be invariably manned. If required, staff to be temporarily drawn from stations/squads for ensuring 100% manning.
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.


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

Copy to:-

PCSC/SCR: for kind information please

PCME/SCR: for kind information please