



**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: 09.01.2024

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

Sub: Increase in passenger traffic during ensuing Sankranti Festival Season -
Measures to handle the passenger rush smoothly- Reg

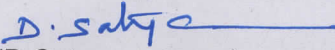
Ref: PCCM's letter No.C.272/G-II/P/Vol.VII dated 19.12.2023 to DRMs. (enclosed)

Attention is drawn to PCCM's letter to DRMs cited under reference wherein the measures to be taken by the Divisions to handle the passengers rush at ticket counters and in the Stations/ trains smoothly during the ensuing Christmas/Sankranti festival holiday season, especially from 22.12.23 to 18.01.24 were communicated. The same are reiterated below for compliance during the heavy passenger rush anticipated from 11.01.2024 to 18.01.2024 due to Sankranti festival holiday season:

1. Special focus should be made at such 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 Stations Premises.
2. Assistance of Scouts & Guides, NSS and other voluntary organisations can 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 have to be constituted for monitoring from Divisional office and at major stations.
5. Maximum No. of ticket counters may be operated, duly opening additional counters to be manned by Supervisors during peak hours.
6. ATVM facilitators may be arranged at all major stations and passengers may suitably be diverted to ATVMs in case of long queues at counters.
7. The usage of "UTS" mobile app may be actively promoted. Massive public awareness campaigns may be launched to enhance the adoption of "UTS" app, which can reduce the passenger rush at counters significantly.
8. Surveillance by RPF and Commercial staff to be enhanced at reservation offices to check the activities of touts.
9. The ticket checking activities to be strengthened at Stations/in train's duly deploying squads etc. in a big way to curb ticketless travel and also restrict entry of unauthorized persons.
10. Information/display boards shall suitably 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 may 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. Wide publicity to be given regarding running of special trains through print, electronic media, announcements at stations and also through display at station notice boards for information of travelling public.

14. Catering checks to be intensified to control instances of overcharging, unauthorized hawking etc. Availability of food items at stalls and onboard to be ensured.
15. Adequate Ticket checking staff may be deputed for manning of all reserved coaches. All reserved coaches of trains catering to Sankranthi & Sabarimala traffic (including specials) to be invariably manned. If required, Ticket Checking Staff working in Squads to be utilized for manning Special Trains on temporary basis.
16. Staff manning regular/specials trains towards Kottayam direction should be advised to be vigilant against passengers indulging in fire-related activities.
17. Adequate drinking water facility, proper upkeep of waiting halls, functioning of passenger amenities at stations/trains to be ensured.
18. Special emphasis may be laid on cleanliness of station premises.
19. For the convenience of senior citizens, it may be ensured that adequate numbers of wheel chairs in workable condition are available at stations.

On completion of ensuing festival, an Action Taken Report may be submitted to this Office by **21.01.2024**.


(D. Satyanarayana)

Chief Commercial Manager/PS

Copy to:-

CSC/SCR for kind information please

Sr. DSC's/ SC, HYB, BZA, GNT, GTL & NED- for information & necessary action