



दक्षिण मध्य रेलवे // SOUTH CENTRAL RAILWAY

विजयवाडा मंडल // VIJAYAWADA DIVISION
मं.रे.प्र.का कार्यालय, वाणिज्य विभाग, विजयवाडा
Office of the Divisional Railway Manager,
Commercial Branch,
Vijayawada.

No. B/C.565/UTS/Policy/2023

Date:13.10.2023

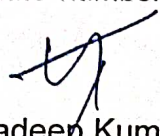
All SS's/SMR's/CBSR's/CCSR's/CRS/CTI's over BZA Division

Sub: Increase in passenger traffic during ensuing Dasara Festival Season –
Measures to handle the passenger rush smoothly – reg.

Ref:- PCCM/SCR Lr.No.C.272/G-II/PVol.VIII, dt. 10.10.2023.

Reference to the above subject, the following instructions shall be strictly followed to handle Dasara-2023 passenger rush:

1. Maximum no. of ticket counters shall be operated, duly opening additional counters to be manned by Supervisors during peak hours.
2. ATVM facilitators shall be arranged at all major stations and passengers may suitably be diverted to ATVMs in case of long queues at counters.
3. The usage of "UTS" mobile app may actively be promoted. Massive public awareness campaigns may be launched to enhance the adoption of "UTS" app, which can reduce the passenger rush at counters significantly.
4. Surveillance by RPF and Commercial staff may be enhanced at reservation offices to check the activities of touts.
5. The ticket checking activities shall 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.
6. 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.
7. The enquiry counters/information display systems shall be made fully functional for dissemination of information related to train running etc. to passengers in a smooth manner.
8. 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.
9. 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.
10. Catering checks to be intensified to control instances of overcharging, unauthorized hawking etc. Availability of food items at stalls and onboard to be ensured.
11. Adequate drinking water facility, proper upkeep of waiting halls, functioning of passenger amenities at stations/trains to be ensured.
12. Special emphasis may be laid on cleanliness of station premises.
13. For the convenience of senior citizens, it may be ensured that adequate numbers of wheel chairs in workable condition are available at stations.


(Ch. Pradeep Kumar)
DCM/II/BZA
for Sr.DCM/BZA

Copy to All CCI's over BZA Division for information and necessary action at your end.