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भारत सरकार Government of India
रेल मंत्रालय Ministry of Railways
दक्षिण मध्य रेलवे South Central Railway
रेल निलयम Rail Nilayam
सिकंदराबाद Secunderabad - 500 025.

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DRMs/SC, HYB, BZA, GNT, GTL & NED

Sub: Increase in passenger traffic during ensuing Christmas and Sankranti festival season - Measures to handle the passenger rush smoothly- reg.

Heavy passenger rush is anticipated at major Stations in popular trains during the ensuing Christmas and Sankranti festival holiday season, especially from 21.12.2022 to 18.01.2023. In order to handle the passenger rush at ticket counters in the Stations and trains smoothly necessary measures may be taken in advance. Some of them are detailed below:

1. Maximum number of ticket counters may be operated, duly opening additional counters to be manned by Supervisors during peak hours.
2. ATVM facilitators may 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 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.
4. Surveillance by RPF and Commercial staff may be enhanced at reservation offices to check the activities of touts.
5. The ticket checking activities may be strengthened at Stations and in trains duly deploying squads 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 may 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 and 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 and 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 are available in workable condition at stations.

Digitally signed by
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(G, John Prasad)

Principal Chief Commercial Manager

Copy to: Secretary to GM : For kind information of GM.

PCSC, CPRO : For information and necessary action

Sr. DCMs/ SC, HYB, BZA, GNT, GTL & NED : For information & necessary action.