

**South Central Railway
Vijayawada Division**

Commercial Branch
Vijayawada
Dt. 22-12-2023

No. B/C.565/UTS & PRS/2023

**SMRs/SSs/Section CCI/CRSs/RSs/CBSRs/CCSRs/CSRs
CNCs/CTIs/TTIs over BZA Division**

Sub: Action Plan to handle passenger rush during ensuing Christmas
and Sankranti festival seasons – Reg.

Ref: PCCM/SC's Ir. No. C.272/G.II/P/Vol.VII dt..19-12-2023

With reference to the letter cited above, the following measures/steps shall be undertaken to handle anticipated passenger rush at major stations/ in popular trains during the ensuing Christmas/Sankranti festival holiday season, from 22-12-2023 to 18-01-2024.

1. Special focus should be made 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. Special focus should be made at FoBs to avoid overcrowding and to facilitate free movement of passengers.
3. Maximum number of counters may be operated during opening additional counters to be manned by Supervisors during peak hours.
4. It should be ensured that ATVM facilitators are available at all major stations particularly during peak hours and passengers may be suitably be diverted to ATVMs in case of long queues at counters. Special announcements shall be made in this regard.
5. 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 the counters significantly.
6. Surveillance of RPF and Commercial staff to be enhanced at reservation offices to check the activities of touts.

7. The ticket checking activities to be strengthening at stations / in trains duly deploying squads etc., in a big way to curb ticketless travel and also restrict entry of unauthorized persons.
8. 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.
9. The enquiry counters / information display systems shall be made fully functional for dissemination of information related to special trains, train running etc.
10. Wide publicity to be given regarding running of special trains through print, electronic media, announcements at stations and also through display / notice boards at stations for information of travelling public.
11. Catering checks to be intensified to control instance of overcharging, unauthorized hawking etc. Availability of food items at stalls and onboard to be ensured.
12. Adequate drinking water facility, proper upkeep of waiting halls, functioning of passenger amenities at stations / trains to be ensured.
13. Special emphasis may be laid on cleanliness of station premises.
14. For the convenience of senior citizens, it may be ensured that adequate numbers of wheel chairs in workable condition are available at stations.

Incharges / Supervisors are instructed to make required arrangements for effective compliance of this Action Plan. On completion of the festive season, an action taken report shall be submitted to this office by 19-01-2024.



(Dr. Ch. Pradeep)
Divisional Commercial Manager
for Sr. Divisional Commercial Manager
Vijayawada.

Copy to PCCM/SC for kind information with reference to the letter cited above.
Copy to PRO/BZA for information and necessary action.