

South Central Railway

Preparedness for
Commencement of Passenger Operations
from 01.06.2020

Commercial Department

Commencement of Trains

- ❖ SCR has run 204 Shramik Specials as on 25.05.2020.
- ❖ 2 Rajdhani Specials are passing through and one is originating from SCR w.e.f., 12.05.2020.
- ❖ Railway Board has announced 100 pairs of special trains w.e.f., 01.06.2020.
- ❖ 9 pairs of trains are originating from SCR.
- ❖ 5 pairs of trains are passing through SCR.

Commencement of Trains

- ❖ As per originating point, 7 trains from SC Divn, one from NED, one from GTL, one from HYB & one from GNT Divn.
- ❖ Most of these trains are to be handled between 06:00 to 20:00 hrs.
- ❖ Trains pertaining to SCR PRS have been loaded in PRS & Bookings commenced from 21/05/2020.
- ❖ PRS counters opened from 22/05/2020. On 26/05/2020, 122 counters are open at 96 locations.
- ❖ Divisions can further open any PRS counters based on local demand.

SOP issued by Railway Board

- Zonal Railways may tie up with the State Administration to facility free movement of passengers based on confirmed tickets.
- Wide publicity to all passengers to reach the station 90 minutes in advance.
- Passengers with confirmed tickets allowed to enter the Railway station.
- Separate entry and exit gates at Railway stations to the extent feasible.
- Passengers should be advised through SMS as to which entry of the Station they should arrive for boarding the train.
- Mandatory thermal screening at stations. Asymptomatic passengers permitted to travel.
- Provision of sanitizers at entry and exit.
- No linen will be supplied in the train.

SOP issued by Railway Board

- No person other than passengers shall be allowed into the station.
- No platform tickets.
- No train side vending.
- Passengers are advised to travel light.
- Passengers to wear face masks at the entry and during travel.
- Passengers to observe social distancing both at the station & on trains.
- Passengers to adhere to such health protocols as are prescribed by the destination state/UT.
- Passengers to download and use the Aarogya Setu application.
- Passenger manifest to be given to State Government.

Further Improvements in SCR

Ensuring Personal Safety

- Supply of Masks, Hand Sanitizers, Soaps, Re-useable Hand gloves to all front line staff.
- Divisions to indent for protective face shields for all frontline staff.
- Frequent cleaning / sanitising of passenger utility areas like Waiting Halls, Toilets, Concourse etc.
- Divisions to install two way mike system at Reservation cum Enquiry counters.



Screening of Passengers

- Screening by Railways at the time of Boarding and by State authorities at the time of de-boarding.
- Only asymptomatic passengers allowed to travel
- Screening to be done by RPF / Medical staff.
- To facilitate passengers, trains should be placed on platform atleast one hour before the schedule departure time.

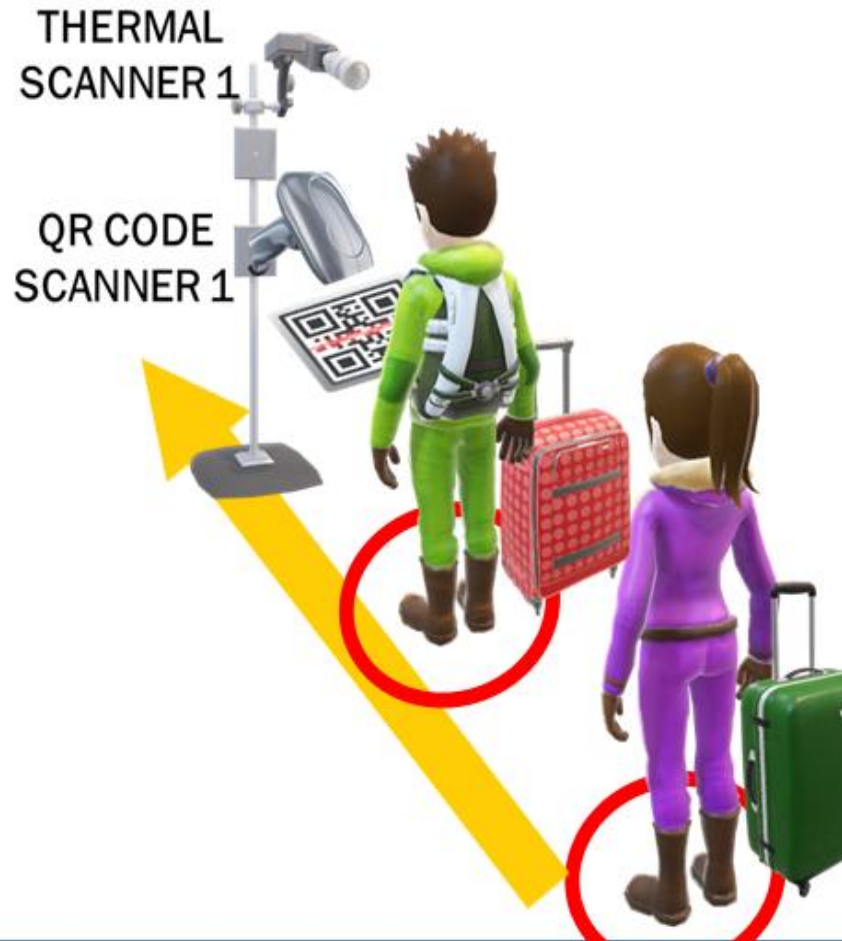


Contactless Ticket Checking & Screening Proposed

TTEs to check tickets based on QR Code / Camera image

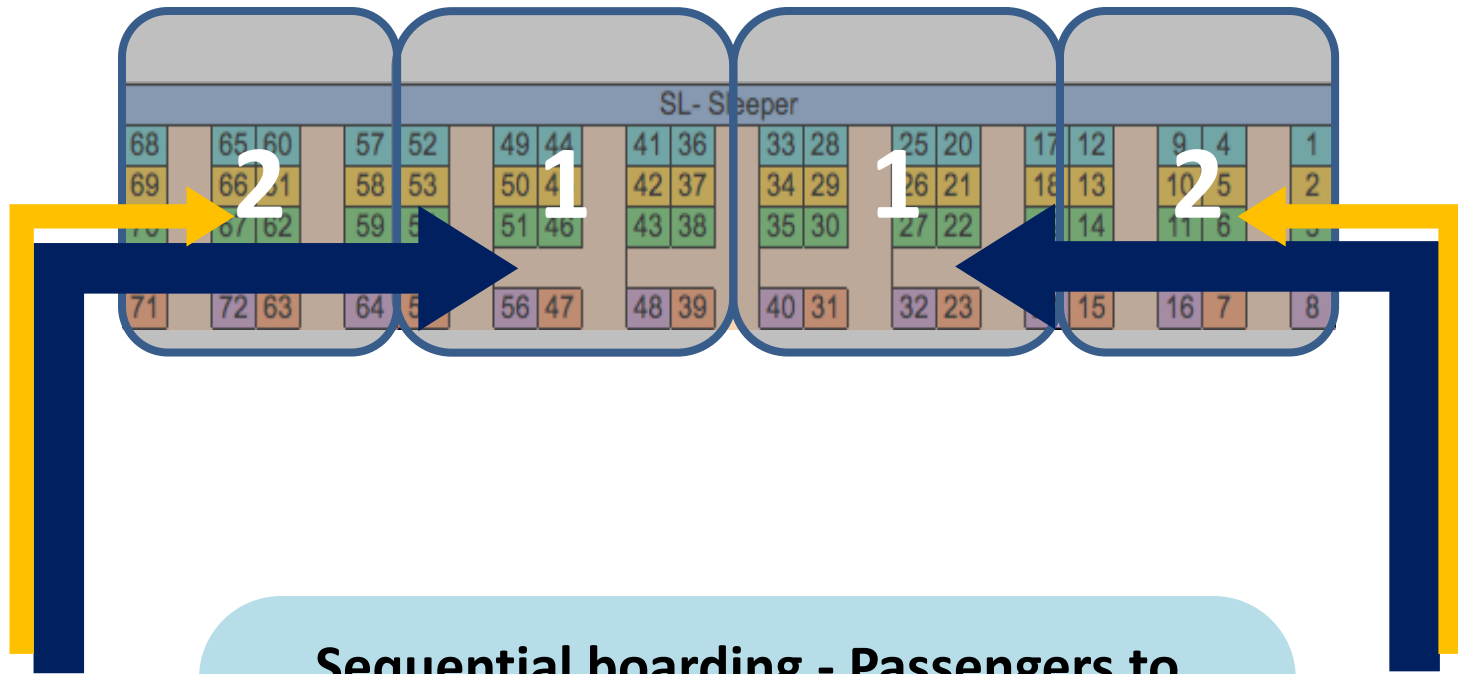


MALLELA SRIKANT



RPF/Medical staff to screen bonafide passengers with thermal scanners

Passenger entry into Coaches



Sequential boarding - Passengers to stand in queue based on seat numbers

Passengers to de-board completely before boarding allowed

Protocol in the Station area

- Marking for reservation queues to ensure social distancing.
- Divisions to plan for contactless ticket checking. Cameras can be procured to capture the image and relay the same to the screen.
- For passing through trains, any de-boarding passengers to be given priority.
- Ticket Checking staff to ensure passengers board their respective coaches duly maintaining social distance.
- This requires presence of ticket checking staff in sufficient number with every coach for guidance of passengers.

Protocol in the Station area

- Commercial staff has to ensure proper social distancing in passenger utility areas.
- Divisions to ensure separate entry and exit gates to avoid face to face movement.
- Fortress checks to be conducted at the time of boarding & de-boarding the trains.
- Staff to be nominated at the way side stations at boarding / de-boarding time for maintaining social distancing and screening.
- Porters to be minimized. Wherever used, they should be supplied with masks, sanitizers, face shields etc.

Crowd Management at Station Circulating Area



**Passengers from 2
vehicles at a time to be
permitted to alight, to
reduce crowding**

Precautions in the running trains

- Thorough cleaning & sanitization of the complete train at Originating station.
- Sanitizers & soaps in all coaches including GS & SLRs toilets and washbasins.
- Refilling of soaps and sanitizers enroute.
- Cleaning of the trains enroute by OBHS staff at frequent intervals.
- Cleaning of trains at all CTS points.

Precautions in the running trains

- RPF & Ticket checking staff manning the train to ensure that no unauthorized persons board the train.
- Staff to keep a watch for any passengers having symptoms related to COVID-19 and inform to respective controls.
- CRSE has been advised to stencil all the seats in the general coaches and SLRs.
- Further, display boards for GS & SLR coaches may also be changed.

Manning of trains by Ticket Checking Staff

- TTEs rest rooms / lobbies to be opened 2 days before the commencement of trains.
- Sanitization of TTEs rest rooms / lobbies.
- Provision of adequate number of soaps and sanitizers in lobbies.
- Minimum number of ticket checking staff (1 for AC coach and 3 for Non-AC coaches) for manning the train.
- Divisions to coordinate with adjoining railways for proper booking of staff for picking up links at the interchanging points.
- Staff above 55 years of age / ladies staff to be utilized in stationary duties as far as possible.
- TTEs are provided with 370 POS machines on SCR to avoid physical contact of currency.

Adherence to Destination State Government Protocol

- Passengers will be advised through SMS to read the destination State Government protocol for COVID-19 before starting the journey.
- Link for protocols for AP Government - "**hmfw.ap.gov.in**"
- Link for protocols for Telangana Government – "**Chfw.telangana.gov.in**"
- Wide publicity to be given in the stations through posters / announcements about the precautions to be taken at stations / trains.

Catering

- No catering charges are included in the fare.
- Pre-paid meal booking and e-catering are disabled.
- Out of 9 originating trains, 5 trains are having pantry cars. IRCTC will provide ready to eat, PAD items, packaged drinking water on payment basis. IRCTC is in process of engaging service providers for a period of one month for these trains.
- Passengers will be encouraged their own food and drinking water.
- Divisions have been advised to open catering stalls at stations after ensuring proper sanitizing and cleaning.

Catering

- In food plazas / refreshment rooms, only take away of cooked items is permitted.
- IRCTC has advised its licensees to operate catering units such as food plaza, refreshment rooms, cell kitchens etc with 10% pro-rata license fee only with their due consent.
- No Train Side Vending is permitted.
- Licensees of static catering units expressing problems such as non-availability of vendors, difficulty in getting medical check, less business due to partial resumption of train services thereby expressing unwillingness to open the stalls.

Catering

Glass screen with cut-outs

- prevent stall workers to be become 'super-spreaders'
- easy to sanitize after each train



Thank You