

Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralaya)
Railway Board



No. 2025/TG-V/4/1

New Delhi, dated 30.05.2025

**The General Managers,
All Indian Railways.**

Sub: Strategic Preparedness for Events with High Passenger Footfall
Ref: Railway Board letter No. 2025/TG-V/4/1 dated 01.05.2025

As brought out vide letter referred above, Indian Railways regularly experiences significant passenger surges due to fixed calendar events and predictable gatherings such as local festivals, recruitment examinations, etc. These occasions lead to an increase in passenger load resulting to challenges related to operations as well as crowd management.

- 2 Advance preparedness is of utmost importance to meet such passenger surges at the stations.
3. Vide letter referred above it was advised that a rolling crowd assessment plan of three weeks should be made by division which should have input from various stakeholders, e.g. Civil authorities, Recruitment agencies etc. Various measures for availability of extra trains; extra stoppages etc., if required, should be part of planning exercise.
4. Further, to take necessary steps for advance preparedness and to prepare a well coordinated strategy for crowd management, all zonal railways were asked to share the list of stations where such crowd control measures are required to be undertaken. Based on the list received from various zonal railways a final list of 73 stations have been drawn for taking crowd management measures and placed at **Annexure-A**.
5. At these stations, the following work should be planned and executed on priority:
 - i. Waiting areas should be created outside the station. These waiting areas should be able to hold large crowd keeping in view the passenger footfall during the peak hours.
 - ii. Complete access control of platform area should be ensured. For this, all unauthorized entry points should be sealed and proper planning of barricading, etc. should be done so that passengers with confirmed reserved tickets are given direct access to the platform whereas passengers without ticket or with waiting list ticket wait outside in the waiting area created.

- iii. Location of waiting areas may differ from station to station. Therefore, movement plan of GS passengers should be made so that they are equally divided for both front and rear GS coaches.
- iv. Adequately wide FOBs should be planned at these stations for smooth flow of passengers on the FOB. Two new designs of 12M wide and 6M wide standard FOBs have been developed. These wide FOBs with ramps were very effective in crowd management during Mahakumbh.
- v. CCTV cameras help crowd management in a big way. Large number of cameras should be installed at these stations as well as adjoining areas including waiting area for close monitoring.
- vi. Monitoring rooms/War rooms should be developed at these stations which should have feed of all the cameras and other necessary communication arrangements and crowd control equipment for managing the crowd. The cameras should be grouped together platform-wise/ area-wise so that the videos of all the cameras of a particular area can be seen in one frame in a single click. There should be group of camera videos in one frame and should have many such frames to have the assessment of crowd position quickly.
- vii. Latest design digital communication equipments like walky-talkies, announcement system, calling system should be installed on all these stations.
- viii. All railway and contractor staff and service personnel should be given a new design I-Card (which have been finalized by the RPF directorate/Railway Board) so that only authorized persons can enter the station.
- ix. All staff should wear proper uniform for easy identification during crisis situation.
- x. All these stations should have a senior officer posted as Station Director, who should coordinate with all other departments to ensure proper crowd control.
- xi. Any other step, required as per local site conditions, should also be planned.


6. Zones can set the priority for the stations amongst the stations of their zone and take necessary action accordingly.

7. Zonal railways should study waiting areas constructed at Prayagraj Junction, Jhunsi and Rambagh stations for Kumbh Mela 2025.

8. If required, zonal railways can engage consultant to prepare action plan for crowd management. Procedure for engaging consultant have been indicated in the instructions issued vide policy letter no. 2017/Trans/01/Policy dated 27.11.2017 and same may be followed.

9. As was instructed vide referred letter above, a joint action plan must be developed in coordination with operating, commercial, security and other relevant departments. This action plan should be dovetailed with above arrangements.

10. The final design concept developed for the construction of the waiting area may be finalized under the joint signature of Security and Commercial officers of the concerned zone/division.
11. Regular monitoring of all the above works may be done at GMs level to ensure that above steps are taken in a time-bound manner.
12. Periodic review of the above issues will be held at Board level.


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Railway Board

Encl: Annexure-A (list of 73 stations)

Copy to:

- i. MTRS, MI, MF - for information and necessary action.
- ii. DG/RPF, DG/HR- for information and necessary action.

| S.No. | Zonal Railway | Name of Railway Station | No. |
|-------|--------------------|--|-----|
| 1 | Central | Mumbai CSMT, Lokmanya Tilak Terminus, Nagpur, Nashik Road, Pune, Dadar | 6 |
| 2 | Eastern | Howrah, Sealdah, Asansol, Bhagalpur, Jasidih | 5 |
| 3 | East Central | Patna, Danapur, Muzaffarpur, Gaya, Darbhanga, Pt Deen Dayal Upadhyay | 6 |
| 4 | East Coast | Bhubaneshwar, Vishakhapatnam, Puri | 3 |
| 5 | Northern | New Delhi, Anand Vihar Terminal, Hazrat Nizamuddin, Delhi, Ghaziabad, Jammu Tawi, Shri Mata Vaishno Devi Katra, Ludhiana, Lucknow (NR), Varanasi, Ayodhya Dham, Haridwar | 12 |
| 6 | North Central | Kanpur, Virangana Lakshmi Bai Jhansi, Mathura, Agra Cantt. | 4 |
| 7 | North Eastern | Gorakhpur, Banaras, Chhapra, Lucknow Jn. (NER) | 4 |
| 8 | Northeast Frontier | Guwahati, Katihar | 2 |
| 9 | North Western | Jaipur, Gandhi Nagar Jaipur, Ajmer, Jodhpur | 4 |
| 10 | Southern | M G R Chennai Central, Chennai Egmore, Coimbatore Jn., Ernakulam Jn. | 4 |
| 11 | South Central | Secunderabad, Vijayawada, Tirupati, Guntur | 4 |
| 12 | South Eastern | Ranchi, Tata, Shalimar | 3 |
| 13 | South East Central | Raipur | 1 |
| 14 | South Western | SMVT Bengaluru, Yesvantpur, Mysuru, Krishnarajapuram | 4 |
| 15 | Western | Mumbai Central, Bandra Terminus, Udhna, Surat, Ahmedabad, Ujjain, Vadodara, Sehore | 8 |
| 16 | West Central | Bhopal, Jabalpur, Kota | 3 |