

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
LOK SABHA
UNSTARRED QUESTION NO. 6205
TO BE ANSWERED ON 01.04.2026**

CROWD MANAGEMENT AT HIGH-DENSITY STATIONS

**6205. SMT. BHARTI PARDHI:
SHRI SHRIRANG APPA CHANDU BARNE:
SHRI RAVINDRA DATTARAM WAIKAR:
SHRI ATUL GARG:
SHRI NARESH GANPAT MHASKE:
DR. SHRIKANT EKNATH SHINDE:**

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government has conducted a comprehensive assessment of crowd management at high-density stations in Madhya Pradesh, Maharashtra and Uttar Pradesh and if so, the details thereof;**
- (b) the details of the steps taken to widen platforms, construct additional foot overbridges, install escalators and improve passenger circulation areas;**
- (c) whether passenger-to-platform capacity ratios are maintained and monitored during peak hours and if so, the details thereof;**
- (d) the details of the funds allocated and utilised for crowd management infrastructure during the last three years; and**
- (e) the details of measures proposed including additional lines, timetable rationalisation and technological interventions to reduce congestion?**

ANSWER

**MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY**

(SHRI ASHWINI VAISHNAW)

(a) to (e): Ministry of Railways has launched Amrit Bharat Station Scheme for redevelopment of stations with a long-term approach.

The scheme involves preparation of master plans and their implementation in phases to improve the stations. The master planning includes:

- **Improvement of access to station and circulating areas**
- **Integration of station with both sides of city**
- **Improvement of station building**
- **Improvement of waiting halls, toilets, sitting arrangement, water booths**
- **Provision of wider foot over bridge/air concourse commensurate with passenger traffic**
- **Provision of lift/escalators/ramp**
- **Improvement /Provision of platform surface and cover over platforms**
- **Provision of kiosks for local products through schemes like 'One Station One Product'**
- **Parking areas, Multimodal integration**
- **Amenities for Divyangjans**
- **Better passenger information systems**
- **Provision of executive lounges, nominated spaces for business meetings, landscaping, etc. keeping in view the necessity at each station.**

The scheme also envisages sustainable and environment friendly solutions, provision of ballastless tracks etc. as per necessity, phasing and feasibility and creation of city centre at the station in the long term.

So far, 1,338 stations have been identified for development under Amrit Bharat Station Scheme. Out of these, 80 stations are located in Madhya Pradesh, 132 stations are located in Maharashtra and 157 stations are located in Uttar Pradesh.

The names of stations identified for development under Amrit Bharat Station Scheme in Madhya Pradesh, Maharashtra and Uttar Pradesh are as following:

| State | No. of Stations | Names of Stations |
|-----------------------|------------------------|---|
| Madhya Pradesh | 80 | Akodia, Amla, Anuppur, Ashoknagar, Balaghat, Banapura, Bargawan, Beohari, Berchha, Betul, Bhind, Bhopal, Bijuri, Bina, Biyavra Rajgarh, Chhindwara, Dabra, Damoh, Datia, Dewas, Gadarwara, Ganjbasoda, Ghoradongri, Guna, Gwalior, Harda, Harpalpur, Indore Jn, Itarsi Jn, Jabalpur, Junnor Deo, Kareli, Katni Jn, Katni Murwara, Katni South, Khachrod, Khajuraho Jn, Khandwa, Khirkiya, Laxmi Bai Nagar, Maihar, Maksi Jn, Mandla Fort, Mandsor, MCS Chhatarpur, Meghnagar, Morena, Multai, Nagda Jn, Nainpur Jn, Narmadapuram, Narsinghpur, Nepanagar, Nimuch, Orchha, Pandhurna, Pipariya, Ratlam, Rewa, Ruthiyai, Sanchi, Sant Hirdaram Nagar, Satna, Saugor, Sehore, Seoni, Shahdol, Shajapur, Shamgarh, Sheopur Kalan, Shivpuri, Shridham, Shujalpur, Sihora Road, Singrauli, Tikamgarh, Ujjain, Umaria, Vidisha, Vikramgarh Alot |
| Maharashtra | 132 | Ahmednagar, Ajni (Nagpur), Akalkot Road, Akola, Akurdi, Amalner, Amgaon, Amravati, Andheri, Badnera, Balharshah, Bandra |

| State | No. of Stations | Names of Stations |
|--------------|------------------------|--|
| | | <p>Terminus, Baramati, Belapur, Bhandara Road, Bhokar, Bhusawal, Borivali, Byculla, Chalisgaon, Chanda Fort, Chandrapur, Charni Road, Chhatrapati Sambhajinagar, Chhatrapati Shivaji Maharaj Terminus, Chinchpokli, Chinchwad, Dadar (CR), Dadar (WR), Dahisar, Daund, Dehu Road, Devlali, Dhamangaon, Dharangaon, Dharashiv, Dharmabad, Dhule, Diva, Dudhani, Gangakher, Godhani, Gondia, Grant Road, Hadapsar, Hatkanangale, Hazur Sahib Nanded, Himayatnagar, Hinganghat, Hingoli Deccan, Igatpuri, Jalgaon, Jalna, Jeur, Jogeshwari, Kalyan Jn, Kamptee, Kandivali, Kanjur Marg, Karad, Katol, Kedgaon, Kinwat , Kopargaon, Kurduwadi Jn, Kurla Jn, Lasalgaon, Latur, Lokmanya Tilak Terminus, Lonand Jn, Lonavla, Lower Parel, Malad, Malkapur, Manmad Jn, Manwath Road , Marine Lines, Matunga, Miraj Jn, Mudkhed Jn, Mumbai Central, Mumbra, Murtizapur Jn, Nagarsol , Nagpur Jn, Nandgaon, Nandura, Nandurbar, Narkher Jn, Nashik Road, Netaji Subhash Chandra Bose Itwari Junction, Pachora Jn, Palghar, Pandharpur, Panvel Jn, Parbhani Jn, Parel, Parli Vaijnath, Partur , Phaltan, Prabhadevi, Pulgaon Jn, Pune Jn,</p> |

| State | No. of Stations | Names of Stations |
|-----------------------------|------------------------|--|
| | | <p>Purna Jn, Raver, Rotegaon , Sainagar Shirdi, Sandhurst Road, Sangli, Satara, Savda, Selu Sewagram, Shahad, Shegaon, Shivaji Nagar Pune, Shri Chhatrapati Shahu Maharaj Terminus Kolhapur, Solapur, Talegaon, Thakurli, Thane, Titvala, Tumsar Road, Umri, Uruli, Vadala Road, Vidyavihar, Vikhroli, Wadsa, Wardha, Washim, Wathar</p> |
| <p>Uttar Pradesh</p> | <p>157</p> | <p>Achnera, Agra Cantt., Agra Fort, Aishbagh Jn, Akbarpur Jn, Aligarh, Amethi, Amroha, Anand Nagar Jn., Aonla, Ayodhya Dham Junction, Azamgarh, Babatpur, Bachhrawan, Badaun, Badshahnagar, Badshahpur, Baheri, Bahraich, Balamau Jn., Ballia, Balrampur, Banaras, Banda, Barabanki Jn, Bareilly, Bareilly City, Barhni, Basti, Belthara Road, Bhadohi, Bharatkund, Bhatni, Bhuteshwar, Bijnor, Bulandsahar, Chandauli Majhwar, Chandausi, Chilbila, Chitrakutdhamkarwi, Chopan, Chunar Jn., Daliganj, Darshannagar, Deoria Sadar, Dhampur, Dildarnagar, Etawah Jn., Farrukhabad, Fatehabad, Fatehpur, Fatehpur Sikri, Firozabad, Gajraula, Garhmuktesar, Gauriganj, Ghatampur, Ghaziabad, Ghazipur City, Gola Gokarnath, Gomtinagar, Gonda, Gorakhpur, Govardhan, Govindpuri, Gursahaiganj, Haidergarh, Hapur, Hardoi,</p> |

| State | No. of Stations | Names of Stations |
|--------------|------------------------|--|
| | | <p>Hathras City, Idgah Agra Jn, Izzatnagar, Janghai Jn, Jaunpur City, Jaunpur Jn, Kannauj, Kanpur Anwarganj, Kanpur Bridge Left Bank, Kanpur Central, Kaptanganj Jn, Kasganj Jn, Kashi, Khalilabad, Khorason road, Khurja Jn., Kosi Kalan, Kunda Harnamganj, Lakhimpur, Lalganj, Lalitpur Jn, Lambhua, Lohta, Lucknow (Charbagh) NR, Lucknow city, Lucknow Jn. (NER), Maa Belha Devi Pratapgarh Junction, Maghar, Maharaja Bijli Pasi, Mahoba Jn, Mailani Jn, Mainpuri Jn, Malhaur, Manak Nagar, Manikpur Jn, Mariahu, Mathura Jn, Mau Jn, Meerut City Jn, Mirzapur, Modinagar, Mohanlalganj, Moradabad Jn, Muzaffarnagar, Nagina, Najibabad Jn, Orai, Panki Dham, Phaphamau Jn, Phulpur, Pilibhit Jn, Pokhrayan, Prayag Jn, Prayagraj Jn, Pt. Deen Dayal Upadhyay Jn, Rae Bareli Jn, Raja Ki Mandi, Ramghat Halt, Rampur Jn, Renukoot, Saharanpur Jn., Salempur, Seohara, Shahganj Jn, Shahjahanpur, Shamli, Shikohabad Jn., Shivpur, Siddharth nagar, Sitapur Jn., Sonbhadra, Sri Krishna Nagar, Sultanpur Jn, Suraimanpur, Swaminarayan Chappia, Takia, Tulsipur, Tundla Jn., Ujhani, Unchahar, Unnao Jn, Utraitia Jn, Varanasi Cantt., Varanasi</p> |

| State | No. of Stations | Names of Stations |
|--------------|------------------------|---|
| | | City, Vindhyachal, Virangana Lakshmibai Jhansi, Vyasnagar, Zafarabad |

Completed Stations:

Development works at railway stations under Amrit Bharat Station Scheme in Madhya Pradesh, Maharashtra and Uttar Pradesh have been taken up at a good pace and the works have been completed at following stations of these states:

| State | No. of stations | Name of stations |
|-----------------------|------------------------|--|
| Madhya Pradesh | 16 | Balaghat, Beohari, Bhind, Chhindwara, Harpalpur, Junnor Deo, Katni South, MCS Chhatarpur, Nainpur Jn, Narmadapuram, Orchha, Sanchi, Seoni, Shajapur, Shridham, Vidisha, |
| Maharashtra | 19 | Amgaon, Baramati, Byculla, Chanda Fort, Chinchpokli, Devlali, Dhule, Himayatnagar, Kedgaon, Lasalgaon, Lonand Jn, Matunga, Murtizapur Jn, Nandura, Netaji Subhash Chandra Bose Itwari Junction, Parel, Savda, Shahad, Vadala Road |
| Uttar Pradesh | 28 | Aishbagh Jn, Ayodhya Dham Junction, Baheri, Balrampur, Bareilly City, Bijnor, Chunar Jn., Dhampur, Fatehabad, Fatehpur, Gola Gokarnath, Gomtinagar, Govardhan, Govindpuri, Hathras City, Idgah Agra Jn, Izzatnagar, Khalilabad, Mailani Jn, |

| | | |
|--|--|---|
| | | Panki Dham, Pokhrayan, Ramghat Halt, Saharanpur Jn., Siddharth nagar, Suraimanpur, Swaminarayan Chappia, Ujhani, Vindhyachal |
|--|--|---|

The activities for development at other stations have also been taken up at good pace and progress of some of the stations of Madhya Pradesh, Maharashtra and Uttar Pradesh is as given below:

Madhya Pradesh

- Gwalior station: The works of relocated office building blocks, structural work of relocated residential towers, Foot Over Bridge at Jhansi end, structural work of air concourse, structural work of West side arrival and departure concourse and mezzanine have been completed. The works of East side departure and arrival block, air concourse roofing work, central roof erection work, platform work, improvement of existing station building, extension of Foot Over Bridge, external development, arrival passage foundation work and finishing works of residential tower have been taken up.**
- Dabra station: The works of porch, platform shelter, circulating area and approach road have been completed. The work of 12 m Foot Over Bridge has been taken up.**
- Saugor station: The works of improvement of station building, new entry and exit porches, platform raising and surfacing of platform no. 1, improvement of waiting hall, new toilet block and Divyangjan facilities have been completed. The works of circulating area, parking and 12 m Foot Over Bridge have been taken up.**

- **Datia station:** The works of improvement of station building, platform surfacing, circulating area and approach road at second entry, main entrance gate and Divyangjan facilities have been completed. The works of lift and 12 m Foot Over Bridge have been taken up.

Maharashtra

- **Palghar station:** The works of new platform shelter at platform no. 2/3, platform surfacing, new coping blocks and tactile tile work at platform no. 4 have been completed. The works of utility shifting and 12 m Foot Over Bridge have been taken up.
- **Diva station:** The works of improvement of station building, circulating area and parking on East side, new entry gate, platform raising and flooring of platform no. 5/6 and 7/8, platform shelter at platform no. 7/8, new toilet block, sewage treatment plant on West side, improvement of Foot Over Bridge at Kalyan end and Mumbai end have been completed. The works of new 6 m Foot Over Bridge have been taken up.
- **Mumbra station:** The works for improvement of platform surface, seating arrangement, new toilet block, improvement of booking office, circulating area, sewage treatment plant and flooring of Foot Over Bridge have been completed. The work of escalator has been taken up.
- **Titwala station:** The works for station building, entrance gate, platform surfacing, improvement of ticket booking office, toilet block, sewage treatment plant and improvement of two wheeler parking and approach

road on East and West side have been completed. The work of new 6 m Foot Over Bridge have been taken up.

Uttar Pradesh

- **Mainpuri Junction station: The works of new station building, porch, Public Reservation System counter, waiting hall, circulating area, parking, approach road, lighting, Public Address System, signages and 12 m Foot Over Bridge have been completed. The work of Divyangjan facilities has been taken up.**
- **Ghaziabad station: The structural works of station building at main entry side and second entry side, foundation work of new Foot Over Bridge-B at Tundla end, roof plaza, extension work of existing Foot Over Bridge-A, finishing work of electrical substation at main entry side and second entry side, Magistrate building, Government Railway Police and Railway Protection Force buildings have been taken up.**
- **Rampur Junction station: The works of new station building, platform shelter, platform surfacing, booking office, waiting hall and toilet have been completed. The works of circulating area and Foot Over Bridge have been taken up.**
- **Shahjahanpur station: The works of platform shelter and platform surfacing at platform no. 1 and 2/3 have been completed. The works of improvement of station building, new station building at second entry, circulating area and Foot Over Bridge have been taken up.**

Further, development / redevelopment / upgradation / modernisation of stations including provision of passenger amenities like platforms, Foot Over Bridge, escalator and circulating area on Indian Railways, is a continuous and ongoing process and works in this regard are undertaken as per requirement, subject to inter-se priority and availability of funds. Development / redevelopment / upgradation / modernisation of a station is carried out based on category of station/condition/traffic handled etc.

Development / Upgradation of railway stations is complex in nature involving safety of passengers & trains and requires various statutory clearances such as fire clearance, heritage, tree cutting, airport clearance etc. The progress also gets affected due to brownfield related challenges such as shifting of utilities (involving water/sewage lines, optical fibre cables, gas pipe lines, power/signal cables, etc.), infringements, operation of trains without hindering passenger movement, speed restrictions due to works carried out in close proximity of tracks and high voltage power lines, etc. and these factors affect the completion time.

Development / upgradation / modernisation of stations including under Amrit Bharat Station Scheme is generally funded under Plan Head-53 'Customer Amenities'. The details of allocation and expenditure under Plan Head-53 are maintained Zonal Railway-wise and not work-wise, or station-wise or state-wise.

Madhya Pradesh is covered under the jurisdiction of seven railway zones, namely Central Railway, East Central Railway, North Central Railway, South Central Railway, South East Central Railway, West Central Railway and Western Railway. For these zones, an allocation of ₹ 15,925 crore (Revised Estimate) has been made for the last two years and current year, out of

which an expenditure (up to February, 2026) of ₹ 15,308 crore has been incurred so far.

Maharashtra is covered under the jurisdiction of four railway zones, namely, Central Railway, South Central Railway, South East Central Railway and Western Railway. For these zones, an allocation of ₹ 10,270 crore (Revised Estimate) has been made for the last two years and current year, out of which an expenditure (up to February, 2026) of ₹ 10,228 crore has been incurred so far.

Uttar Pradesh is covered under the jurisdiction of five railway zones, namely East Central Railway, North Central Railway, Northern Railway, North Eastern Railway and West Central Railway. For these zones, an allocation of ₹ 11,870 crore (Revised Estimate) has been made for the last two years and current year, out of which an expenditure (up to February, 2026) of ₹ 10,752 crore has been incurred so far.

To handle heavy rush of passengers at stations over the Indian Railways, following decisions have been taken:

- 1. Creation of Permanent holding areas at 76 identified stations for crowd management over Indian Railways:**
 - i. The Ministry of Railways has initiated plans to establish passenger holding areas to decongest the platforms at 76 stations, designed as comfortable, organized spaces with essential amenities such as seating, drinking water, toilets, ticketing facilities, information displays, and security checks to handle peak-hour footfall. Holding area at New Delhi Railway Station has already been commissioned, easing congestion and enhancing passenger convenience with facilities like additional ticket counters, ATVMs, PAS, electronic train information boards, CCTV surveillance, luggage scanners, DFMDs, uninterrupted**

power supply, improved lighting, HVLS fans, fire-fighting and lightning protection systems, RO drinking water, and separate toilets for men, women, and Divyangjans.

- ii. Similar provisions at other stations are under various stages of planning and execution, with timelines subject to iterative optimization.**
- iii. The names of stations identified for development of permanent holding areas in Madhya Pradesh, Maharashtra and Uttar Pradesh are as following:**

| State | No. of Stations | Name of Stations |
|-----------------------|------------------------|---|
| Madhya Pradesh | 04 | Ujjain, Sehore, Bhopal & Jabalpur. |
| Maharashtra | 07 | Chatrapati Shivaji Terminus, Lokmanya Tilak Terminus, Nagpur, Nashik Road, Pune, Dadar & Bandra Terminus. |
| Uttar Pradesh | 12 | Pt. Deen Dayal Upadhyay, Ghaziabad, Lucknow, Varanasi, Ayodhya Dham, Kanpur, Virangna Laxmi Bai Jhansi, Mathura, Agra Cantt, Gorakhpur, Lucknow Jn, Banaras. |

2. Access control:

Complete access control is being provided, allowing passengers with confirmed reserved tickets direct entry to the platforms, while those

without tickets or holding waiting list tickets will be accommodated in designated outside waiting areas. Complete access control is being provided where passengers with confirmed reserved tickets will be given direct access to the platforms whereas, passengers without a ticket or with a waiting list ticket will wait in the holding area.

3. Wider foot-over-bridges (FOB):

Two new designs of 12 metre wide (40 feet) and 6 metre wide (20 feet) standard FOB have been developed. These new standard wide FOBs will be installed in all the stations.

4. CCTV Cameras:

A large number of AI-enabled CCTV cameras are being installed at railway stations and adjoining areas to facilitate close monitoring and effective crowd management.

5. War rooms:

War rooms are being established at major stations, where officers from all departments will work in coordination to manage crowd situations effectively.

6. New generation communication equipment:

Latest design digital communication equipment like walkie-talkies, announcement systems, calling systems will be installed on all heavy crowd stations.

7. New design ID card:

All staff and service personnel will be issued newly designed QR-based ID cards to ensure controlled and secure access to the station.

8. New design uniform for staff:

All staff members will be given new design uniforms so that they can be easily identified during a crisis situation.

9. Upgradation of Station Director post:

At all major stations, a senior officer will be designated as the Station Director, vested with financial powers to take on-the-spot decisions for station improvement. All other departments will report directly to the Station Director to ensure unified command and efficient management.

10. Sale of tickets as per capacity:

Station Director will be empowered to control the sale of tickets as per capacity of the station and the available trains.

During the year 2023-24, 2024-25 & 2025-26 an amount of Rs. 9392 crore, 12884 crore and 12018 crore have been allotted respectively for passenger amenities which includes expenditure on crowd infrastructure management.

Mail/express train services are being operated as per rationalized time table and regular numbers. Further, Indian Railways have undertaken rationalization of time table, in a scientific manner with the assistance of IIT-Bombay inter-alia to provide better passenger safety by creating maintenance corridor blocks, minimise conflicts in existing time-table and rationalising train services by converting passenger services into Express services.

Further, the following steps are being taken in coordination with other stakeholders to control the rush at stations:-

- i. Coordination with GRP/State Police and concerned railway departments are made for ensuring crowd management.**

- ii. Government Railway Police (GRP) & Railway Protection Force (RPF) staff are deployed at sensitive locations to regulate crowd smoothly during the heavy rush period and render real time assistance to passengers.**
- iii. GRP & RPF staff are deployed at foot-over bridges to regulate crowd smoothly in order to avoid stampede like situation during the heavy rush period and render real time assistance to passengers.**
- iv. Intelligence units (Crime Intelligence Branch (CIB)/Special Intelligence Branch (SIB) and plain cloth staff is deployed for collection of information about rush and accordingly arrangements were made associating GRP/Police.**
