

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
LOK SABHA
UNSTARRED QUESTION NO. 836
TO BE ANSWERED ON 04.02.2026**

PERMANENT YATRI SUVIDHA KENDRAS

**836. PROF. VARSHA EKNATH GAIKWAD:
SHRI SANJAY DINA PATIL:**

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways has identified major railway stations in Maharashtra particularly in Mumbai suburban sections for establishment of Permanent Yatri Suvidha Kendras (YSKs) among the 76 high-density stations selected across the country;**
- (b) if so, the details in Mumbai and the timelines fixed for commissioning, station-wise;**
- (c) whether the Government is aware that several high-footfall stations in Mumbai continue to face chronic overcrowding, inadequate passenger assistance, poor signage and weak emergency response systems and if so, the details thereof;**
- (d) whether these factors were considered during station selection and if so, the details thereof;**
- (e) whether station-specific safety, risk and crowd-flow studies were conducted prior to approval of YSKs in Mumbai and if so, the details thereof and if not, the reasons therefor; and**
- (f) whether the proposed YSKs adequately staffed and equipped with 24x7 facilitation counters, medical and emergency units and real-time CCTV/AI-based monitoring and if so, the details thereof?**

ANSWER

**MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI ASHWINI VAISHNAW)**

(a) to (f): Indian Railways take various measures for crowd handling from time to time based on the requirements of the station. With a view to handle significant passenger surges at stations,

holding/waiting areas are created outside stations to ensure limited access control whereby passengers are allowed only when the train comes to the platform. Several other measures for handling large crowds include other access control measures like direct access to the platforms for passengers with confirmed reserve tickets only , restricting Passengers without a ticket or with a waiting list ticket to the outside waiting area, sealing of all unauthorized entry points, ticket checking, wider FOBs with ramps, CCTV cameras, war rooms, improvement to announcement systems, digital communications etc. which is a continuous and ongoing exercise.

76 major stations have been identified across the country for creation of holding/waiting areas which includes 7 railway stations in Maharashtra namely Mumbai Chhatrapati Shivaji Maharaj Terminus(Mumbai CSMT), Lokmanya Tilak Terminus, Dadar, Nagpur, Nashik Road and Pune over Central Railway and Bandra Terminus Station over Western Railway.

The major traffic over Mumbai area consist of suburban passengers and the requirements are different from non-suburban traffic. For decongestion on platforms at major stations, work of construction of elevated decks (holding areas above existing platforms) at Ghatkopar, Dombivali, GTB Nagar (Guru Tegh Bahadur Nagar), Govandi and Neral stations has been undertaken by Mumbai Railway Vikas Corporation Limited(MRVC).

RITES has been engaged for carrying out Master Planning for crowd control measures at identified railway stations.

The redevelopment of Mumbai CSMT station includes improving passenger flow with new FOBs, skywalks, and a spacious concourse, enhancing smooth movement of passengers and accessibility for people and to ease congestion. Segregation of suburban and non suburban traffic is being done at Kalyan. Station improvement work

under Station Area Traffic Improvement Scheme (SATIS) has been undertaken at Thane station to ensure smooth integration with road transport for better dispersal of crowds.

Signages have been provided at stations for information of passengers and smooth passenger movement. Public Announcement System is available at stations round the clock and regular announcements are ensured. Train indicators boards are also installed at all stations to inform passengers of train details which is very crucial in suburban traffic.

Public Announcement System is also available inside the local trains to inform passengers about the next station and other important information pertaining to their travel. In addition to this, suburban trains have information boards at the front and rear with details of destination, type of train, number of coaches and location of coach for Divyangjans. Ambulances have been stationed at major stations and information of nearby hospitals has been provided at stations to ensure medical assistance to accident victims within the golden hour.
