LARGE CONGREGATIONS AT RAILWAY STATIONS: MANAGEMENT AND SECURITY CONCERNS

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# COMPREHENSIVE PROTECTION
Comprehensive Protection comprises of the protection against:

- Violent Attacks (Terrorists, Mob, Unions etc.)
- Crime (Theft etc.) and Organized Crime.
- Commotions etc. due to Large Gatherings.
- Natural or Man Made Disasters/ Accidents.
Challenges

☐ Crowd– day to day.

☐ Special Occasions such as Festive seasons, Political rallies, examinations etc.

☐ Extra-ordinary Congregations like Kumbh-Mela etc.

☐ Disasters / Accidents.

☐ Terrorist Threats.
Crowd and its likely Behavior
Daily Passengers in Metro Cities
Crowd and its likely Behavior
Crowd during Festive Season

Challenges at Crowded Railway Stations: Types of Crowd
Crowd and its likely Behavior

Crowd during vacations and Political Rallies

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Crowd and its likely Behavior

Recruitment Drives & Student Crowd: More Unruly than others
Crowd and its likely Behavior
Squatting (*Dharna*) against Demands
Crowd and its likely Behavior

Anxious Crowd - Evacuation from Disaster/ Accident -site

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Crowd and its likely Behavior

Crowd on Pilgrimage
Consequence of Uncontrolled Behaviour

• Delays (ACP / Logistics)
• Loss of Property due to Vandalism
• Crowd generated Accidents

On 15 May 2010, at New Delhi Railway Station, 2 persons killed and 15 injured due to stampede, caused by sudden change in platform of a departing train.
Consequence of Uncontrolled Behaviour

- Unhappy Passengers: Loss of time and Problem in access to Facilities
- Squatting (*Dharana*) on Track or at Stations
  - (a) Delay
  - (b) Diversion
- Crowd usurping Reserved Seats
- Scamper for Seats
- Security of Women Passengers
- Conflict with Police
- Possibility of Criminal Acts
Possibility of Crime during Heavy Rush

Snatching  Child Lifting
Baggage Theft  Missing Persons
KUMBH-MELA: Case Study

◆ Kumbh Mela: Biggest congregation of human beings on earth. At one place: 120 Million pilgrims (Allahabad: 2013, spread over few weeks)

◆ On five specific dates, their number swells between 20 to 30 million. As in India, Railways is the cheapest mode of transport, railway stations should prepare for passengers around 3-5 million spread over 3 stations per day.
On Feb 10, 2013, the most auspicious day, 30 million dipped in the holy river. A sudden surge in crowd at Allahabad Railway Station at around 1830 hrs.
Despite arrangements made, on 10 February 2013, at Allahabad Railway Station, 36 people were killed in a stampede caused by huge and uncontrolled crowd at a foot over bridge, in rush to catch the train.
Management of Crowd in Simhastha Kumbh Mela, Nasik-2015

Statistics:

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<th>Shahi Snan Dates</th>
<th>Full Scale Security Deployment</th>
<th>Police Man power</th>
<th>No. of people in Station per day</th>
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<td>29 Aug. 2015</td>
<td>28-31 August</td>
<td>1200</td>
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<td>12-15 August</td>
<td>1489</td>
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<td>18 Sept 2015</td>
<td>17-20 August</td>
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Management of Crowd in Simhastha Kumbh Mela,
Nasik-2015
Management of Crowd in Simhastha Kumbh Mela, Nasik-2015
The Management of Crowded Railway Station

- Plan Ahead
- Station Capacity & Infrastructure
- Technical Aids
- Deployment
- Supervision
- Feed Back
- Co-ordination
- Intelligence and Information Dissemination
Plan Ahead

◆ Type of Crowd and the numbers expected
◆ Extra space required over and above existing facilities
◆ Sanitation and Cleanliness
◆ Staff Deployment, Dynamic Assessment of Situation
◆ Reserve Force
◆ Removing Irritants.
Plan Ahead
Co-ordination with Police

DIST. POLICE
GRP
RPF

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Plan Ahead

◆ Co-ordination with other stakeholders
◆ Media Management
◆ Planning for Old and Physically Challenged passengers
◆ Emergency Plans:
  Containment, Evacuation, Scotching Rumours, Diversion – Physical and Mental.
◆ Mock Drills
◆ Debriefing of Staff and their 4 hourly Recycling
Plan Ahead

Medical Aid

Tie up with Hospitals, Blood Banks in Vicinity.
Arrangements for First Aid.
Training of Staff for First Aid.
Volunteers for First Aid.
Stretchers, Ambulances, and Relief Vans.
The Management of Crowded Railway Station

Infrastructural Requirements

◆ Physical Lay out of the Station: Ingress, Egress.

◆ Station, Platforms, Foot Over Bridge Designs and Partitions.
Operational Planning
Mixing Crowd on FOB
Operational Planning
Flow: No intermixing of Passengers.
The Management of Crowded Railway Station

Infrastructural Requirements

◆ Caring for Old and Illiterate.

◆ Sanitation, Cleanliness and other arrangements for millions of people.

◆ Making arrangements for Forces - Accommodation, Food, and Transport.

◆ Vehicle Parking, Traffic and Routes.
Management of Crowded Railway Stations: Good Practices

Operational Planning

Operating Environment: Obstructions, Gates, Barricades, FOBs, Staircases.
Operational Planning

Operating Environment: Small incidents need to be contained to avoid escalation.

On 27 October, 2013, when a massive election rally of the then Prime Ministerial Candidate of the BJP, Mr Narendra Modi was scheduled, a series of bomb blasts rocked the Indian city Patna.

A bomb also blasted at PF No. 10 on Patna Railway Station. Crowd was quickly contained at safe place. Two live bombs were defused.
Management of Crowded Railway Stations

Necessary Barricades.

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Operational Planning
Crowd Density / Containment Areas
The number of passengers is much more than 2000 - capacity of an express train: Enforcing Regulation of Flow.
Operational Planning
Regulation of Crowd Flow at Platform
Management of Crowded Railway Stations: Good Practices

Using Staff Effectively
To Monitor, Control and Communicate

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Information and Its Dissemination
Other than PA System

Assistance Booths Assistance
Signages
On the spot

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Information and Its Dissemination

Management of Crowd: Most of the pilgrims are illiterate
Carrying Passengers in a more Organized Manner

◆ Provision of Special Trains.

◆ Providing adequate Halts.

◆ Wisely shifting destination / arrival stations

◆ Provision for Last Mile Connectivity.
Technological Aids

Use of Technology for Safe Crowd Management

◆ Metal Detectors (DFMDs)
Technological Aids
Use of Technology for Safe Crowd Management

◆ X-ray Baggage Scanner Machines
Technological Aids
Use of Technology for Safe Crowd Management

- CCTV
- Profiling of anti-social elements
- The Capabilities and Training of the Operator
- The System Design and its maintenance
- Number of Monitors per operator
- Control Room Environment: Representative of police and civil authorities.
- Adequate Lighting in the premise
Management of Crowded Railway Stations: Good Practices

Control Room with a Supervisor having authority

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Equipping the Force
For Safe Crowd Management

The Force and every Railway Employee present need to be provided individual equipment.

Force: Two kinds
1. In vicinity of the Crowd.
2. Riot Control Force (Armed Force to be kept away from the crowd)

Equipment:
✓ Communication System including wireless
✓ Shock Delivering Deterrents
✓ Rubber Bullets
✓ Protective Gear

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Operational Planning

- Avoiding VIP Movements
- Plain Cloth Staff to scotch rumours etc.
- Crime Prevention
Management of Crowd: Crime Prevention

◆ Adequate number of Police Personnel near the Station
◆ CCTV Profiling
◆ Intelligence Sharing
◆ Dog Squad
Management of Crowd: Security

Vantage Points: Sentry Posts, Watch Towers with night vision devices, telescopes.

Manpower Deployed at Foot Over Bridges to thwart any terror attack and to facilitate unidirectional flow. At watch towers for an overview and to alert against terror attacks.
Co-ordination and Assistance

◆ Police and Civil Authorities.

◆ Media Management.

◆ Balancing Role of NGOs.

◆ Trust and co-operation of Local Population.
• Name
• Company
• E-mail address:
• Website address:

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