



दक्षिणरेलवे/SOUTHERN RAILWAY
चेन्नैमंडल/CHENNAI DIVISION

No. PUB/MAS/2025/10/23

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प्रेसविज्ञप्ति / PRESS RELEASE

**CHENNAI DIVISION OF SOUTHERN RAILWAY ENSURES SAFE AND
HASSLE-FREE TRAVEL DURING FESTIVAL SEASON**

Chennai Division of Southern Railway has undertaken extensive measures to ensure safe, comfortable, and seamless travel for passengers during the ongoing festival season. With the expected surge in passenger traffic, the Division has implemented a series of proactive initiatives to manage the festival rush efficiently and enhance the overall travel experience.

Train Services and Scheduling:

To meet the surge in travel demand, **176 additional** special train services were operated across Chennai Division, with extra stoppages provided at major stations to ensure smooth boarding and de boarding for passengers

Frequent announcements are being made at stations to keep passengers informed about train schedules, platforms, and other relevant updates.

Passenger Assistance and Facilities:

1. Security personnel have been deployed to manage unreserved passenger boarding on express trains and ensure orderly boarding
2. Temporary holding areas with seating, drinking water, and toilet facilities have been arranged at major stations to accommodate waiting passengers comfortably.
3. Dedicated help desks and information counters have been set up to assist passengers and address queries promptly.
4. Special ticketing counters at major stations ensure hassle-free bookings, cancellations, and related services.
5. Passenger guidance volunteers and trained staff are stationed at busy stations to assist senior citizens, differently-abled passengers, and children.
6. Designated railway staff is available to help passengers with their luggage, reducing inconvenience.
7. First-aid facilities and medical assistance teams are stationed at major stations to handle emergencies.

8. Suburban special trains are being operated between Tambaram and Kattangulathur to facilitate onward and return travel for passengers from Kilambakkam Bus Stand
9. To manage the surge in passenger traffic, a special unreserved MEMU express will be operated between Chennai Egmore and Madurai, and back. This additional service aims to ease overcrowding on regular trains and provide a more comfortable and convenient travel option for passengers during the busy period.
10. Parcel handling at Egmore Railway Station have been temporarily suspended for three days during the Diwali festival to avoid congestion.

Safety and Security:

RPF, GRP, and TTE personnel have been deployed at key stations and onboard trains to ensure effective crowd management and passenger safety.

1. Enhanced surveillance through CCTV cameras and regular patrolling by security personnel have been implemented at all major stations.
2. Women facilitation areas and safety assistance measures have been strengthened for female passengers.
3. Stringent cleaning and sanitation protocols are being maintained across stations and trains to ensure a safe and hygienic travel environment.
4. RPF and Ticket checking staff have been deployed to examine passenger baggage and ensure that firecrackers are not carried onboard.

Passengers can access live train updates through station display boards, mobile apps, and social media channels to stay informed in real-time. The Divisional Railway Manager, Chennai Division, Southern Railway, urges all passengers to plan their travel in advance, follow the instructions of railway staff, and make use of the facilities provided to ensure a safe and pleasant journey during the festival season.

SD/-

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