



दक्षिणरेलवे/SOUTHERN RAILWAY
चेन्नैमंडल/CHENNAI DIVISION

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PONGAL FESTIVE TRAVEL: CHENNAI DIVISION IMPLEMENTS SPECIAL MEASURES FOR SMOOTH AND SAFE PASSENGER MOVEMENT

Chennai Division of Southern Railway has implemented special operational and crowd management arrangements in anticipation of heavy passenger traffic during the Pongal festival holidays. These measures are aimed at ensuring safe, smooth and hassle-free travel for passengers across major stations and suburban sections.

With **lakhs of passengers expected to travel to their native places** during the festive season, the Division has activated a **festival-specific crowd control plan**, integrating enhanced manpower deployment, real-time monitoring and operational support.

Enhanced Manpower Deployment:

Additional Railway Protection Force (RPF), Government Railway Police (GRP), commercial and operational staff have been deployed at high-footfall stations including **Chennai Central, Chennai Egmore, Beach, Tambaram, Avadi, Chengalpattu and Velachery** to regulate passenger movement and prevent congestion. **More than 50 ticket** checking staff are assisting passengers at key stations, guiding them for boarding special trains and preventing unauthorized entry into reserved coaches.

RPF personnel have been deployed on special duty at key suburban and long-distance railway stations, including Perambur, Villivakkam, Ambattur, Avadi, Tiruvallur, Arakkonam, Tiruttani, Tondiarpet, VOC Nagar, Tiruvottiyur, Ennore, Ponneri, Gummidipundi and Sullurupeta at major city stations such as Chennai Beach, Park, Egmore, Nungambakkam, Mambalam, Saidapet, Guindy, St. Thomas Mount and Tambaram across the entire MRTS section and at major junctions including Katpadi, Ambur, Jolarpettai and Vaniyambadi to strengthen security and ensure safe travel during the Pongal festive period.

Monitoring and Passenger Flow Management:

Passenger movement is being continuously monitored by RPF Quick Response Teams through an extensive CCTV network. **24×7 control rooms** and a Special Officer Team ensure real-time assessment, coordination and immediate response. Temporary barricades, rope queues and channelized passenger flow systems have been set up at ticket counters, platform entrances, foot overbridges and concourse areas, especially during peak hours.

Security and Crime Prevention:

RPF deployment has been intensified across stations, trains, yards and vulnerable locations, with dedicated Crime Prevention and Detection Squads maintaining vigil over suspicious activities. Night operations of **80 Express and EMU** train services are closely monitored to ensure uninterrupted and secure train movements.

Passenger Convenience Measures:

- **36 Express special** trains and weekly suburban services are being operated to ease congestion.
- Additional ticket counters are functioning round the clock at Chennai Central, Chennai Egmore and Tambaram.
- Help desks have been activated at all major stations, with special focus on senior citizens, women passengers and persons with disabilities.
- ATVM facilitators have been instructed to assist passengers and remain on duty until the last train.
- Frequent public announcements and real-time digital display updates guide passengers regarding train schedules and safety advisories.
- Passengers are encouraged to book unreserved tickets through the RailOne App to reduce queueing time and enable smoother flow.

Chennai Division requests passengers traveling during the Pongal holidays to plan their journeys in advance, follow queue systems, heed announcements and cooperate with railway staff for a safe and pleasant festive journey. **Chennai Division, Southern Railway remains fully committed to passenger safety, operational efficiency and enhanced travel comfort during the Pongal season.**

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जनसंपर्कअधिकारी / Public Relations Officer

चेन्नैमंडल/ Chennai Division/S.Rly

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