



# **Indian Railways Ensuring Safe and Timely Travel for Passengers During the Festive Rush Through Comprehensive Arrangements**

## **12 Lakh Railway Employees Working Round the Clock to Ensure Comfortable Return Travel for Passengers After Chhath Puja**

## **Indian Railways Running Over 12,000 Special Trains To Ensure Smooth Festive Travel**

## **Passengers Appreciate Smooth Festive Travel Experience, Including Availability of Confirmed Tickets and Good Arrangements by Indian Railways**

Posted On: 28 OCT 2025 9:01PM by PIB Delhi

Despite the heavy passenger rush, Indian Railways has risen to the occasion by ensuring that everyone reaches home safely and timely to celebrate the festivals with their loved ones. Passengers are expressing happiness and satisfaction with the railway's well-managed festive arrangements. Over 12 lakh railway employees are working round the clock to ensure safe, comfortable, and timely return travel for passengers after Chhath Puja.

Indian Railways is operating over 12,000 special trains between 1st October and 30th November to cater to the increased passenger demand during Diwali and Chhath Puja. These special services have been planned to ensure safe, smooth, and comfortable travel for people across the country. So far, more than 1.6 crore passengers have travelled on these trains, and a similar number is expected to undertake return journeys after the Chhath festival, as Indian Railways continues to provide additional facilities to manage the festive rush efficiently.

To manage the heavy rush, holding areas with passenger amenities have been set up at major stations. A new permanent holding area at New Delhi Station can accommodate over 7,000 passengers and is equipped with 150 toilets each for men and women, ticket counters, automatic ticket vending machines, and free RO water facilities. Indian Railways has also set up dedicated holding areas at 30 stations in Bihar and Uttar Pradesh to ensure passenger comfort and organised entry during the festive rush. Use of CCTV surveillance, handheld Automatic Ticket Vending Machines (ATVMs), and improved passenger movement patterns are being used to ensure smooth operations.

To ensure smooth passenger movement and better coordination, Indian Railways has set up war rooms at the Division, Zone, and Railway Board levels. The Railway Board receives live feeds from all locations, while mini control rooms have been established at major stations. This real-time monitoring system helps coordinate operations across the country, track station conditions, and assess the need for additional trains and other requirements.

### **Passengers Express Happiness Over Festive Travel Arrangements by Indian Railways**

Passengers travelling during the festive season are sharing their experiences and expressing happiness with the confirmed tickets, arrangements, and overall travel experience provided by Indian Railways. To handle the massive festive rush, Railway staff across the country are actively guiding passengers, maintaining order at stations, and ensuring smooth onboarding and deboarding. Continuous monitoring, efficient crowd management, and timely coordination are helping ensure that every passenger reaches their destination safely, comfortably, and on time.

A passenger travelling from New Delhi to Chhapra expressed happiness at getting confirmed tickets to celebrate Chhath with his sister and thanked Indian Railways for the arrangement. At Bhagalpur, a traveller appreciated the festive atmosphere created by Chhath songs, while in Pune, another passenger praised the well-organised holding area with water, fans, and proper seating arrangements.

Ministry of Railways

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Passengers at Bhagalpur appreciated the improved festive arrangements made by Indian Railways during Chhath Puja. A passenger shared that the arrangements were excellent, adding that with Chhath songs playing at the station, a festive atmosphere had been created.

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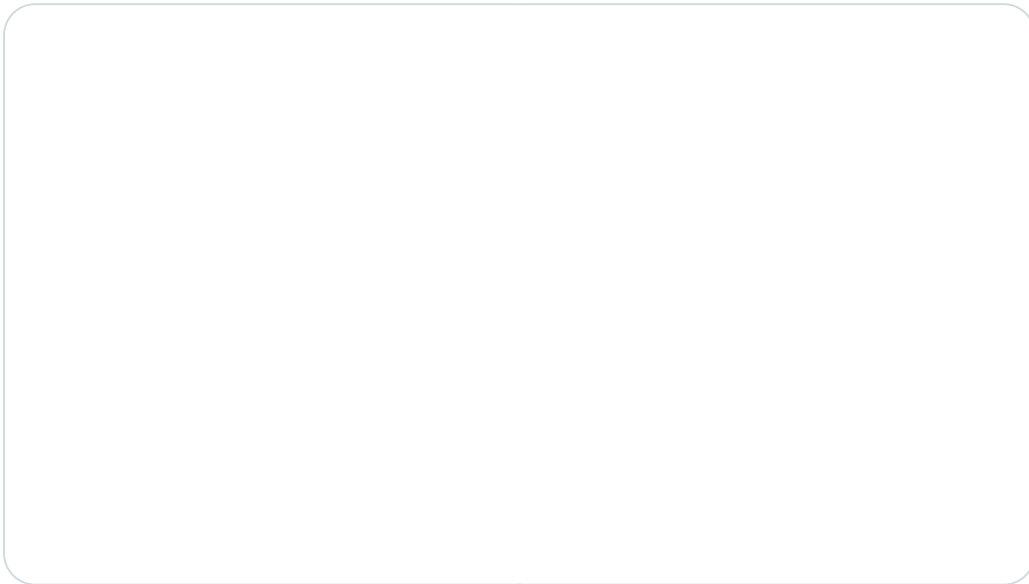


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Passengers at Bhagalpur appreciated the improved Festive Special arrangements by the Ministry of Railways during Chhath Puja.

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Highlighting Indian Railways' dedication to passenger care, staff at Howrah Railway Station provided assistance to a Divyang passenger, who expressed heartfelt gratitude for their support.

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हावड़ा रेलवे स्टेशन पर रेल कर्मचारियों के द्वारा दिव्यांग यात्री की सहायता कर सेवा और समर्पण का परिचय दिया गया। यात्री द्वारा भारतीय रेल का आभार व्यक्त किया गया।

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A passenger thanked Indian Railways for confirmed tickets and cleanliness, while another appreciated the security and safety on board. A traveller from Jabalpur praised the staff for their punctuality and helpfulness.

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भारतीय रेल की स्पेशल ट्रेन सेवाओं ने त्योहारों में यात्रियों को बेहतर सुविधाओं के साथ सुखद सफर का अनुभव कराया। यात्रियों द्वारा भारतीय रेल की व्यवस्थाओं की प्रशंसा की गई।

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A passenger travelling from New Delhi to Bihar to celebrate Chhath said the arrangements were excellent, cleanliness was commendable, and the confirmed seat was comfortable.

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स्पेशल ट्रेन सेवाओं के साथ हर सफर खास ,  
यात्रियों ने बताया, त्योहारों में रेल यात्रा बनी और भी सुगम व आरामदायक।  
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A passenger travelling from Bandra Terminus to Barauni said that everything was well-organised, from getting a confirmed seat to entering the station gates, and also appreciated the RPF's efforts.

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त्योहारों के मौसम में भारतीय रेल की स्पेशल ट्रेन सेवाएँ यात्रियों को दे रही हैं सहज और सुखद सफर का अनुभव।

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A passenger travelling from Howrah to Muzaffarpur said the arrangements were excellent and the onboarding experience was smooth. Travelling in the general class, he added that he easily got a seat.

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भारतीय रेल की स्पेशल ट्रेन में सफर कर रहे यात्रियों ने दी सकारात्मक प्रतिक्रिया, कहा, सुविधाएँ और स्वच्छता दोनों बेहतरीन।

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A passenger praised the efficient railway system, smooth online ticketing, orderly queues, and the RPF's vigilance in ensuring safety and proper seat allocation during the festive rush.

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त्योहारों के समय में स्टेशन की स्वच्छता और सुविधाओं ने यात्रियों को किया प्रभावित।

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Indian Railways is committed to providing safe, comfortable, and seamless travel during the festive season. Over 12 lakh dedicated employees are working round the clock to ensure smooth operations and a pleasant journey for every passenger. From running extra trains to maintaining cleanliness, safety, and punctuality, every effort is made to offer an efficient and reliable travel experience.

\*\*\*\*\*

**Dharmendra Tewari/ Dr. Nayan Solanki/ Manik Sharma**

