



सत्यमेव जयते

Training programme
Report on
IRS: a tool for Management of Crowd at Large
Congregations
(September 23 to 27, 2024)



Conducted by

National Institute of Disaster Management

(Ministry of Home Affairs, Govt. of India)

Plot No. 15, Pocket 3, Block B, Sector 29, Rohini, Delhi – 110 042

<https://nidm.gov.in>

in collaboration with

**Deen Dayal Upadhyay State Institute of Rural
Development**

Bakshi Ka Talab, Lucknow-226202

<https://www.sirdup.in>

Programme Objectives:-

At the end of the programme, participants will be able to:

- Explain various types of crowd and their behaviour.
- Explain the concept of planning for crowd management
- Explain various legal provisions of crowd management
- Identify key stakeholders for joint planning and explain their roles
- Utilization of Incident Response System (IRS) as a tool for crowd management.

Programme details



Programme started with Dr S. K. Singh Assistant Director Controller, Disaster Management Centre Welcoming the participants along with the team of NIDM, who were coordinating the programme. Then he invited, IAS Shri L Venkateswar Lu, IAS Director General, DDUSIRD, UP for inaugurating the programme and Shri Shekher Chaturvedi Assistant Professor and Programme Coordinator NIDM briefed the participants about the content of the programme.

Technical sessions

Day 1: September 23, 2024 (Monday)

The day began with participant registration through QR codes, ensuring all attendees were accounted for. Shri Shekher Chaturvedi, Assistant Professor and Programme Coordinator at NIDM, then provided an overview of the program. He explained the definition of a disaster, disaster Management and crowd, emphasizing the importance of understanding its characteristics before undertaking crowd management activities. Shri Chaturvedi outlined the four types of crowds—Casual, Cohesive, Aggressive, and Expressive—highlighting their distinct behaviours. He also introduced a fifth category, the protest crowd, which evolves from both expressive and aggressive crowds. Using the Hathras incident as an example, he illustrated how crowd behaviour plays a critical role in managing emergencies, particularly in disaster management. The session underscored the need to recognize different types of crowd and behaviours for effective crowd control and safety measures.



The First technical was gave by **Ms. Amreen Khan, a Young Professional at the National Institute of Disaster Management (NIDM)**, on the “Basic Concepts of Disaster Management and Vulnerability profile of India.”



She explained the difference between hazards and disasters. According to her, a hazard is any potentially dangerous event that can cause damage to property or loss of life. She used examples of cyclones, earthquakes and flood to show the impact of disasters both globally and in India. She also talked about the vulnerability of India to different disasters

and emphasized how understanding and addressing these vulnerabilities is key to improving disaster resilience.

Day 2: September 24, 2024 (Tuesday)

Day two began with a recap of the previous day's sessions. **Shri Shekher Chaturvedi, an Assistant Professor at NIDM**, started by discussing the institutional framework for disaster management in India. He explained that the Disaster Management Act 2005 and measures for crowd management had significantly strengthened the country's ability to deal with disasters. He explained the advancement of disaster management in India, he referred to examples like the Bengal Famine, and global frameworks such as the IDNDR, the Yokohama Strategy, the Sustainable Development Goals (SDGs), the Sendai Framework for Disaster Risk Reduction (SFDRR), and the Prime Minister's 10-point agenda. Given India's location and physical conditions, it is highly vulnerable to many natural disasters. Shri Chaturvedi highlighted how disasters increase social, economic, and cultural vulnerabilities in communities. He emphasized the role of the National Disaster Response Force (NDRF) and State Disaster Response Force (SDRF) in handling both structural and non-structural emergency services. He also discussed the National Crisis Management Committee and the responsibilities of the National Executive Committee (NEC).



while discussing institutional mechanisms, highlighted several major disasters that have impacted India, He also explained the structure of disaster management in India, which includes the National Disaster Management Authority (NDMA), State Disaster Management Authorities (SDMA), and District Disaster Management Authorities (DDMA), along with other support institutions. Additionally, he spoke about crisis calamity funds and mitigation funds.

After the tea break, **Mr. B.P. Singh, IPS (Retired)**, headed a session on "Module and ICS Principles and Features." He explained the key concepts of the Incident Command System (ICS), focusing on its five primary management functions. These include Planning/Intelligence and Command, which involves directing, ordering, and controlling resources through legal or delegated authority. He also discussed the structure of ICS, including Sections, Branches, Divisions, Units, and Resources, along with the establishment of command. Mr. Singh emphasized the importance of the ICS organization, span of control, and the use of common terminology to ensure clear and effective communication within the system.



The day concluded with a group exercise focused on team-building activities. After lunch, participants engaged in an assessment exercise, working in groups, followed by a pre-test consisting of 15 questions. In the post-lunch session, Shri Shekher Chaturvedi covered critical topics such as the role of Quick Response Teams (QRT) during emergencies, managing crowds during crisis situations like stampedes, transporting injured individuals to hospitals, arranging food and logistics, and handling the disposal of deceased bodies. He also provided a brief on the (HVC) analysis for crowd management, guiding participants through a scenario-based exercise to enhance their understanding of managing large crowds effectively during a disaster.



Day 3: September 25, 2024 (Wednesday)



Day three also began with a summary of the previous day by the participants. **Dr. Nirmal Singh's Health Officer UNICEF** delivered session focused on the critical aspects of "First aid and injury management during stampedes and mob unrest". The presentation began by defining the disordered nature of mass unrest, highlighting how panic and confusion can lead to dangerous stampedes, resulting in crush injuries, fractures, asphyxiation, and trauma. The session emphasized the importance of self-protection and awareness in such situations. Attendees were educated on basic first aid principles, including CPR, (controlling heavy

bleeding), and triage, which helps prioritize victims based on the severity of their injuries. Key steps included maintaining calm, assessing scene safety, and assisting casualties while awaiting professional help. Dr. Singh also underlined the importance of psychological first aid (PFA) for victims in shock, encouraging empathy, active listening, and providing reassurance. He also shared prevention strategies to avoid stampedes, like effective crowd control and ensuring clear exits at crowded events. In

conclusion, the session reiterated the importance of first aid in saving lives during critical emergencies while ensuring personal safety remains paramount.

After the tea break, **Shri Shekher Chaturvedi, an Assistant Professor at NIDM**, delivered a session on the Incident Response System (IRS), focusing on the assessment of pilgrims during events. He discussed the importance of a tracking and ticket/token system for identifying pilgrims at the base camp and understanding pilgrims' behaviour. Shri Chaturvedi explained the principles and objectives of the IRS, emphasizing the roles of the National Disaster Response Force (NDRF) and State Disaster Response Force (SDRF) within the operational section. He highlighted the need for trained personnel to effectively manage incidents and ensure authentication of their roles. Additionally, he outlined the planning process for medical needs, discussing the various types of ambulances required to support the effective response to emergencies during pilgrimages.



The day ended with a presentation by **Shri Kumar Deepak, Consultant in Disaster Management**, which focused on “Technology use in Crowd Management” at large public events like the Kumbh Mela. The presentation emphasized the significance of understanding crowd behaviour, effective planning, and the use of modern technology to ensure safety and smooth crowd movement. Key areas

discussed included detailed event planning, effective coordination between stakeholders such as the police and organizers, clear communication using loudspeakers and digital platforms, and the use of monitoring technologies like flow monitoring systems, CCTV, drones, and predictive analytics. Emergency alert systems and simulations were also highlighted as essential tools to prevent potential issues from escalating. The session underscored how a combination of thorough planning, coordination, and advanced technology can improve crowd safety and management.

Day 4: September 26, 2024 (Thursday)



Day Four began with participants summarizing the previous day's session, where **Shri Ghanshyam Mishra, State Consultant for Disaster Risk Reduction, UNICEF UP**, discussed Crowd Management, Special Emphasis on Children. The session emphasized the unique vulnerabilities children face in crowded situations, such as their small size, limited awareness, and tendency to wander, which increases their risk of getting lost, injured, or overwhelmed. Key points covered included understanding crowd dynamics, implementing child-specific safety measures, and preparing emergency

plans to swiftly reunite children with their guardians. The session also highlighted the challenges of separation anxiety, overstimulation, and physical vulnerability, stressing the importance of vigilance, thorough planning, and clear communication to protect children in crowded environments.

Another session directed by **Shri Shakya** on “Stress Management”, the focus was on strategies for managing stress effectively through self-awareness and decision-making. Shri Shakya emphasized the importance of understanding both interpersonal and intrapersonal dynamics in stress management. He discussed the significance of building learning skills, and highlighted four key types of learning as crucial to developing leadership abilities. The session underlined that by enhancing self-awareness and improving decision-making skills, individuals can better manage stress in both personal and professional contexts.



Day ended with the session continued with an exercise that built on the previous day's activities. Participants were tasked with relating specific crowd management activities to the relevant stakeholders and identifying gaps in these processes. Each group worked to analyse the responsibilities of various stakeholders in managing crowds during critical situations, emphasizing the need for coordination and role clarity. After completing the exercise, participants presented their findings and engaged in discussions about the importance of a holistic approach to disaster management.

The session highlighted how clear identification of stakeholders and assigning appropriate activities to them is crucial for effective crowd management. This practical exercise allowed participants to explore real-world challenges and reflect on the importance of collaboration and communication in disaster management scenarios.



Day 5: September 27, 2024 (Friday)

During the final session of the day, Ms Amreen Khan began the final day of the training session by summarizing the previous day's session and activities with the participants. The participants then provided post-test and feedback on the training. Shri Shekher Chaturvedi gave a briefing the incident response system and how it could be used to plan for crowd related events. He said that even though India has been responding to disasters in effective and efficient manner, yet a need was felt for more systematic approach towards response.

He explained the concept of communication, importance of public awareness system, dedicated and reliable communication network. He was discussing the pilgrim assessment of pilgrims, tracking was also discussed at length. Mr Shekher also discussed Ticket/Token at system for Pilgrim identification at Base camp, Pilgrims Behaviour, Route Management; pilgrims Regulation Shri Chaturvedi also

discussed the concept of Entry & exit Point management and Maintenance of Log Books of Pilgrims. During the valedictory session, Shri B.D. Choudhry, Additional Director, SIRD, mentioned the importance of the program. The roles and responsibilities in the crowd management pertaining to the motor vehicle department were well demonstrated by him. During the valedictory session, Dr. U C Joshi, Master trainer DoPT shared his experiences and also highlighted the importance of such programmes in the context of upcoming Kumbh Mela at Prayagraj. Further, participation certificates were handed over to the participants of the program.



Key takeaways of the programme

1. Strengthening coordination among stakeholders significantly enhances the effectiveness of crowd management.
2. Addressing crowd-related issues requires focused attention and a coordinated, team-based effort.
3. Crowd-related emergencies should be managed with an emphasis on participants' behavioral dynamics, making the inclusion of behavioral experts in the management team crucial.
4. Engaging leaders from within the crowd can significantly improve crowd management effectiveness.
5. Gaining the confidence and involvement of the relevant community is necessary before making any decisions or implementing actions.
6. Clearly defined roles and responsibilities for every stakeholder are essential, and personnel must be trained in their specific areas of operation.
7. Central and on-site Emergency Operations Centers (EOCs) must be utilized effectively, as they serve as the nerve center for crowd management.

Training Programme Schedule

Day 1 Monday, 23 September 2024

Time	Session	Topics to be covered	Responsible Person (s)
1000 - 1100	Inaugural	• Welcome • About the Programme • Inaugural Address • Vote of Thanks	Asstt. Director (DM), DDUSIRD Faculty NIDM Director General/ Addl. Director (I), DDUSIRD Consultant (DM), DDUSIRD
Group Photo			

1100 - 1115	High Tea		
1115 – 1300	Basic Concepts of Disaster Management & Vulnerability of India	• Description of Hazard, Vulnerability & Risk • Description of DM Cycle • Explanation of Vulnerability of India	NIDM Ms. Amreen Khan, Young Professional, NIDM
1300 - 1400	Lunch Break		
1400 - 1530	Institutional Mechanism for Disaster Management	• Institutions working for management of disasters • Roles and responsibilities of such institutions	Shri Shekher Chaturvedi, Asstt. Prof. NIDM
1530 - 1545	Tea Break		
1545 - 1700	Team Building Exercise		Shri Shekher Chaturvedi, Asstt. Prof. NIDM

Day 2 Tuesday, 24 September 2024

Time	Session	Topics to be covered	Responsible Person (s)
10:00 - 10:15	Recap	Activities undertaken on Day one and key take aways	Shri Shekher Chaturvedi, Asstt. Prof. NIDM Ms. Amreen Khan, Young Professional, NIDM
1015 - 1130	Crowd Behaviour	• What is crowd • Identify types of crowd	Shri Shekher Chaturvedi, Asstt. Prof. NIDM
11:30 - 11:45	Tea Break		
11:45 - 13:00	IRS: Principles & Features	• Principles & Features of IRS	Shri B P Singh IPS R DG Retd. Fire
13:00 - 14:00	Lunch Break		
14:00-15:15	Crisis Management	• Response Team/ QRT • Crowd regulation during crisis phase (stampede) • Transportation of Injured to Hospitals • Food & Logistic arrangements • Dead Body Disposal	Shri Shekher Chaturvedi, Asstt. Prof. NIDM
15:15 – 15:30	Tea Break		

15:30 - 17:00	Scenario of Crowd congregation and Exercise	• Briefing of the scenario • Application of HVC on Management of crowd based on scenario	Shri Shekher Chaturvedi, Asstt. Prof. NIDM Ms. Amreen Khan, Young Professional, NIDM
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Day 3 Wednesday, 25 September 2024

Time	Session	Topics to be covered	Responsible Person (s)
10:00 - 10:15	Recap	Activities undertaken on Day two and key take aways	Shri Shekher Chaturvedi, Asstt. Prof. NIDM Ms. Amreen Khan, Young Professional, NIDM
10:15-11:30	Technology use in Crowd Management		Kumar Deepak Consultant Disaster Management
11:30 - 11:45	Tea Break		
11:45 - 13:00	Resource Management		Shri Shekher Chaturvedi, Asstt. Prof. NIDM
13:00 - 14:00	Lunch Break		
14:00 - 15:30	• First aid and injury management during stampedes and mob unrest		• Dr. Nirmal Singh's Health Officer, UNICEF
	Pilgrims Management	• Assessment of Pilgrims ○ Tracking ○ Ticket/Token system for Pilgrim identification at Base camp • Pilgrims Behaviour	Shri Shekher Chaturvedi, Asstt. Prof. NIDM
15:30 - 15:45	Tea Break		
15:45 - 17:00	Pilgrim management exercise based on scenario given on day 1 with some additional inputs	Pilgrim planning and management	Shri Shekher Chaturvedi, Asstt. Prof. NIDM Ms. Amreen Khan, Young Professional, NIDM

Day 4 Thursday, 26 September 2024

Time	Session	Topics to be covered	Responsible Person (s)
10:00 - 10:15	Recap	Activities undertaken on Day two and key take aways	Shri Shekher Chaturvedi, Asstt. Prof. NIDM Ms. Amreen Khan, Young Professional, NIDM
10:15-11:30	Communication & Coordination	- Public Address System - Dedicated & reliable Communication network (Temple Trust, Local Administrators, Police, Ambulance) - Reporting systems - Internal Telephone network/ Mobile network	Shri Shekher Chaturvedi, Asstt. Prof. NIDM
11:30 - 11:45	Tea Break		
11:45 - 13:00	Crowd Management, Special Emphasis on Children		Shri Ghanshyam Mishra, State Consultant for Disaster Risk Reduction, UNICEF UP
		- Traffic Plan during Yatra - Entry & Exit Points - Evacuation Route & protocol	
13:00 - 14:00	Lunch Break		
14:00 - 15:30	Stress Management		Shri Shakya, UP
15:30 - 15:45	Tea Break		
15:45 - 17:00	Capacity & Facilities at Temple Site – Planning for pilgrim management	- Setting up of Base camps- location, arrangements, etc. - Yatra Route –	Shri Shekher Chaturvedi, Asstt. Prof. NIDM

		Barricading, Parking, etc.	
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Day 5 Friday, 27 September, 2024

Time	Session	Topics to be covered	Responsible Person (s)
10:00 - 10:15	Recap	Activities undertaken on Day two and key take aways	Shri Shekher Chaturvedi, Asstt. Prof. NIDM Ms. Amreen Khan, Young Professional, NIDM
10:15-11:30	Communication & Coordination	• Public Address System • Dedicated & reliable Communication network (Temple Trust, Local Administrators, Police, Ambulance) • Reporting systems • Internal Telephone network/ Mobile network	Shri R K Pandey IAS MD , UP State Sugar cane Nigam Lucknow
11:30 - 11:45	Tea Break		
11:45 - 13:00	Full scale exercise on Scenario based crowd management	• Briefing of scenario • Group exercise comprising of Assessment of situation, pre-planning, Pilgrim planning and management,	Shri Shekher Chaturvedi, Asstt. Prof. NIDM Ms. Amreen Khan, Young Professional, NIDM
		stakeholder roles using IRS	
13:00 - 14:00	Lunch Break		
14:00 - 15:30	Full scale exercise on Scenario based crowd management	Presentation followed by Debriefing	Shri Shekher Chaturvedi, Asstt. Prof. NIDM Ms. Amreen Khan, Young Professional, NIDM

15:30 - 15:45	Tea Break		
15:45 - 17:00	Valedictory Session	• Summing up • Valedictory Address • Vote of Thanks	Participants DG, DDUSIRD Representative of CDM, DDUSIRD UP

List of Participants

Details of participants, who attended this programme, are as under:

S.No.	Name	Office Address	Designation	Contact Number	Email address	Occupation Group	CPC Pay Matrix Level
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Group Photo

05 DAYS TRAINING ON “IRS: A TOOL FOR MANAGEMENT OF CROWD AT LARGE CONGREGATIONS”

During : 23 To 27 September, 2024

ORGANIZER : DEENDAYAL UPADHYAYA STATE INSTITUTE OF RURAL DEVELOPMENT, BAKSHI KA TALAB, LUCKNOW.

SPONSOR : NATIONAL INSTITUTE OF DISASTER MANAGEMENT, MINISTRY OF HOME AFFAIRS, GOVERNMENT OF INDIA, NEW DELHI.



Photos



