

STATE LEVEL TRAINING PROGRAM ON CROWD MANAGEMENT

COURSE REPORT



Course Report

STATE LEVEL TRAINING PROGRAM

on

CROWD MANAGEMENT

organised by

**District Disaster Management Authority (DDMA),
Kangra, Himachal Pradesh**

in collaboration with

**National Institute of Disaster Management (NIDM),
Ministry of Home Affairs, GOI**

February, 27th – March 01st, 2025



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From the Deputy Commissioner's Desk

It is a matter of great satisfaction to mark the successful completion of the three-day Training Programme on Crowd Management, organized by DDMA Kangra in collaboration with NIDM. This initiative reflects our commitment to enhancing disaster preparedness and ensuring public safety in large gatherings.

Crowd management is a critical aspect of disaster risk reduction, especially in a region like Kangra, where religious, cultural and social events attract massive congregations. This training was meticulously designed to equip police personnel, home guards, SDRF teams, medical professionals and NGO representatives with the necessary skills to manage crowds effectively, prevent stampedes and respond efficiently to emergencies.



The training sessions covered essential topics such as institutional mechanisms, risk assessment, communication strategies, law enforcement coordination and scenario-based exercises. Participants engaged in practical exercises that strengthened their ability to plan, regulate, and respond to challenges in high-footfall areas.

We extend our sincere gratitude to NIDM, expert resource persons and all participants for their active involvement and valuable contributions to this program. Their dedication and enthusiasm will undoubtedly contribute to improving public safety and disaster management in the district.

It is our hope that this training will serve as a foundation for building a more resilient and well-prepared community, ensuring that large congregations are managed with efficiency, safety and coordination.

Hemraj Bairwa, IAS
Deputy Commissioner
Kangra, Himachal Pradesh



From the Assistant Professor's Desk, NIDM

It is a matter of great satisfaction to witness the successful completion of the three-day training programme on Crowd Management, organized by DDMA Kangra in collaboration with NIDM at Dharamshala, Himachal Pradesh. This training programme was designed to equip participants with essential knowledge and practical strategies to manage large gatherings effectively, ensuring public safety and minimizing potential risks.

The sessions covered a wide range of critical topics, including planning strategies for large congregations, congregation management, law and order maintenance, and scenario-based group presentations.

Experts from NIDM, DDMA Kangra and the Police Department shared their insights and experiences, offering participants a comprehensive understanding of crowd behavior, risk assessment, and emergency response planning.

One of the key highlights of this training was the interactive learning approach, which encouraged participants to engage in discussions, scenario-based exercises and group presentations. This method not only enhanced their theoretical understanding but also helped them develop practical decision-making and crisis-handling skills essential for real-world applications.

I extend my sincere appreciation to DDMA Kangra for their efforts in organizing this impactful training and to all the resource persons who contributed their expertise. A special acknowledgment goes to the enthusiastic participation of the trainees, whose commitment to learning and professional growth made this training a success.

It is our hope that the knowledge and skills gained from this programme will empower the participants to implement effective crowd management strategies in their respective domains, ensuring public safety, efficient event handling and disaster preparedness in the future.



Shekher Chaturvedi
Assistant Professor
National Institute of Disaster Management (NIDM)



From the Capacity Building Co-ordinator's Desk, DDMA Kangra

Ensuring public safety during large gatherings is a critical aspect of disaster preparedness and response. With increasing crowd densities at religious events, political rallies and cultural festivals, effective crowd management strategies have become more essential than ever. In this context, DDMA Kangra, in collaboration with NIDM, successfully conducted a three-day training programme on Crowd Management at Dharamshala, Himachal Pradesh.

This training programme provided a structured and practical learning experience, focusing on key aspects such as planning large congregations, crowd behavior assessment, entry and exit point management, route regulation, and maintaining law and order during mass gatherings.

The sessions, led by eminent experts from NIDM, DDMA, and the Police Department, offered valuable insights into risk assessment, emergency response and legal frameworks related to crowd management.

A significant highlight of this training was the interactive and participatory approach, which included group exercises, scenario-based analysis, and real-life case discussions. These activities helped participants develop a practical understanding of managing large crowds efficiently while ensuring public safety.

I extend my heartfelt gratitude to NIDM for their invaluable support and expertise in making this programme a success. Special thanks to all the resource persons and trainers for their insightful contributions. I also commend the enthusiastic participation of trainees, whose dedication to learning and professional development was truly commendable.

The learnings from this training will undoubtedly help participants apply better planning, risk mitigation and crowd control strategies in their respective roles, ultimately contributing to a safer and more resilient society.



Kuldeep Singh
Capacity Building Coordinator
DDMA Kangra



From the EOC Incharge cum Document Co-ordinator's Desk, DDMA Kangra

The successful completion of the three-day training programme on Crowd Management stands as a testament to the collective efforts and dedication of all those involved. This initiative, organized by DDMA Kangra in collaboration with NIDM, would not have been possible without the unwavering support and leadership of Sh. Hemraj Bairwa, IAS, Deputy Commissioner, Kangra. Under his guidance, this training programme was effectively structured, ensuring its success in equipping participants with vital crowd management skills.



I extend my heartfelt gratitude to Sh. Shekher Chaturvedi, Assistant Professor, NIDM and Sh. Arun Verma, Young Professional, NIDM, for their invaluable insights and expertise. Their sessions provided a strong foundation in strategic planning, risk assessment and practical approaches essential for managing large gatherings.

A special thanks to the Home Guards, Police Personnel, State Disaster Response Force (SDRF) Members, Medical Professionals, Temple Authorities, Stadium Authorities, Aapda Mitra, NGOs & Community Volunteers from various districts of Himachal Pradesh for their active participation and contribution to the discussions. Their real-world experiences and perspectives enriched the training, making it highly relevant and impactful.

I would also like to acknowledge the dedicated efforts of DDMA Kangra's team and all the facilitators who worked tirelessly behind the scenes to ensure seamless execution. The enthusiasm and engagement of the participants played a crucial role in making this programme a meaningful learning experience.

This training has not only strengthened the capabilities of those involved but has also laid a strong foundation for efficient crowd management practices in the district. I sincerely appreciate the collective commitment of all stakeholders and look forward to continued collaboration in building a safer and more resilient community.

Robin Kumar
EOC Incharge cum Document Coordinator
DDMA Kangra



ABOUT THE PROGRAMME

BRIEF INTRO

In an era where mass gatherings, public events and emergency situations require swift and effective crowd control, understanding and managing crowds has become an essential skill for first responders and emergency personnel. The ability to ensure public safety, mitigate risks and respond effectively to emergencies in densely populated scenarios is a critical aspect of disaster management.

To address this need, the District Disaster Management Authority (DDMA) Kangra, in collaboration with the National Institute of Disaster Management (NIDM), organised a three-day Training Programme on Crowd Management. This training aimed to enhance the capabilities of law enforcement agencies, emergency responders and relevant stakeholders in effectively managing crowds during emergencies, public events and disaster scenarios. Participants gained in-depth knowledge of crowd psychology, risk assessment and emergency response strategies to mitigate potential hazards and ensure public safety.

AIM

The aim of this training programme was to equip participants with practical skills, knowledge and strategies to effectively manage crowds, minimize risks and ensure public safety during large-scale events and emergencies. Through theoretical knowledge and hands-on exercises, the training seeks to enhance coordination among various stakeholders involved in crowd control and emergency response.

OBJECTIVES:

- Understanding Institutional Framework for Disaster Management:
 - Familiarize participants with the roles and responsibilities of institutions managing disasters at different levels.
 - Provide insights into the mechanisms of coordination between various stakeholders during crowd management.
- Identifying Local Areas of Crowd Congregation and Exit Mechanisms:
 - Analyze common locations where large crowds gather and past incidents of stampedes.
 - Develop strategic exit mechanisms to prevent overcrowding and ensure public safety.
- Strategic Planning for Large Congregations:
 - Equip participants with planning strategies for handling large gatherings, including setting up barricades, base camps, parking areas, and emergency evacuation routes.
 - Emphasize the importance of pre-event risk assessment and mitigation measures.



Many of Himachal Pradesh's cities and towns, such as Shimla, Manali, Kullu and Dharamshala, are hailed among the best hill stations in India. These picturesque locales attract tourists year-round, leading to bustling streets, crowded markets and overburdened infrastructure.



PROGRAMME SCHEDULE

TIME	SESSION	TOPICS TO BE COVERED	RESPONSIBLE PERSON (S)
DAY 01 27th February, 2025			
10:00 - 11:00	Inauguration	<ol style="list-style-type: none"> 1. Welcome Address 2. About the Programme 3. Inaugural Address 4. Vote of Thanks 	<ol style="list-style-type: none"> 1. Representative of DDMA 2. Sh. Shekher Chaturvedi (Assistant Professor, NIDM) 3. DC Kangra 4. Representative of DDMA
GROUP PHOTOGRAPH			
11:00 - 11:15	High Tea		
11:15 - 12:15	Institutional Mechanism for Disaster Management	<ul style="list-style-type: none"> • Institutions working for the management of Disasters • Roles & Responsibilities of such Institutions 	Arun Verma Young Professional, NIDM
12:15 - 13:00	Local areas of crowd congregation and exiting mechanism to control	<ul style="list-style-type: none"> • Details of Areas • Lessons Learned from the Stampede 	DDMA Kangra
13:00 - 14:00	Lunch Break		
14:00 - 15:30	Planning Strategies for large Congregation	<ul style="list-style-type: none"> • Planning 	Sh. Shekher Chaturvedi Assistant Professor, NIDM
15:30 - 15:45	Tea Break		
15:45 - 17:00	Group Exercise	Group Exercise	Participants



PROGRAMME SCHEDULE

TIME	SESSION	TOPICS TO BE COVERED	RESPONSIBLE PERSON (S)
DAY 02 28th February, 2025			
10:00 - 10:15	Recap	Activities undertaken on Day 01 and Key Takeaways	Participants
10:15 - 11:30	Capacity & Facilities at Large congregation sites for planning and management	<ul style="list-style-type: none"> • Setting up of Base Camps- Location, arrangements, etc. • Route- Barricading, Parking, etc. • Traffic Plan • Entry & Exit Points • Evacuation Route & Protocol 	Sh. Shekher Chaturvedi Assistant Professor, NIDM
11:30 - 11:45	Tea Break		
11:45 - 13:00	Assessment of Situation	Hazard & Vulnerability of Temples complex/ Stadium/ Large Congregation Sites	Sh. Shekher Chaturvedi Assistant Professor, NIDM
13:00 - 14:00	Lunch Break		
14:00 - 15:00	Congregation Management	<ul style="list-style-type: none"> • Assessment of large congregations • Tracking Ticket/Token System for Pilgrim identification at Base Camp • Crowd Behaviour Route Management • Crowd Regulation Entry & Exit Point • Management Maintenance of Log • Books of Pilgrims • 	Sh. Shekher Chaturvedi Assistant Professor, NIDM
15:00 - 15:30	Exercise on HVC Analysis	Application of HVC on Management of Crowd	Sh. Shekher Chaturvedi Sh. Arun Verma
15:30 - 15:45	Tea Break		
15:45 - 17:00	Planning & Maintaining Law & Order	Practical Sharing	Faculty Police Department



PROGRAMME SCHEDULE

TIME	SESSION	TOPICS TO BE COVERED	RESPONSIBLE PERSON (S)
DAY 03 01st March, 2025			
10:00 - 10:15	Recap	Activities undertaken on Day 02 and Key Takeaways	Participants
10:15 - 11:30	Communication & Coordination	<ul style="list-style-type: none"> Public Address System Dedicated & Reliable Communication network (Temple Trust, Local Administrators, Police, Ambulance) Reporting Systems Internal telephone Network/ MOBILE network 	Sh. Shekher Chaturvedi Assistant Professor, NIDM
11:30 - 11:45	Tea Break		
11:45 - 13:00	Scenario Analysis	Scenario Based Exercise of management of crowd	Participants
13:00 - 14:00	Lunch Break		
14:00 - 15:00	Scenario Analysis	<ul style="list-style-type: none"> Group Presentation 	Sh. Shekher Chaturvedi Assistant Professor, NIDM Sh. Arun Verma Young Professional, NIDM
15:00 - 15:15	Tea Break		
15:15 - 17:00	Valedictory Session	<ul style="list-style-type: none"> Summing up Valedictory Address Vote of Thanks 	<ul style="list-style-type: none"> Participants DC Kangra Representative of DDMA, Kangra



State level training program
on
CROWD MANAGEMENT

organised by

District Disaster Management Authority (DDMA),
Kangra, Himachal Pradesh *in collaboration with* National Institute of Disaster Management (NIDM), Ministry of
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GROUP PHOTO

Sh. Hemraj Bairwa IAS, Deputy Commissioner Kangra, along with Sh. Shekher Chaturvedi, Assistant Professor, NIDM; Sh. Arun Verma, Young Professional, NIDM; Sh. Kuldeep Singh, Coordinator, DDMA Kangra; Sh. Robin Kumar, EOC Incharge, DDMA Kangra and the esteemed participants, marking the successful completion of the training programme held at Dharamshala, Himachal Pradesh.



INAUGURATION

Welcome Address by Sh. Kuldeep, District Coordinator, DDMA Kangra

The three-day Training Programme on “Crowd Management,” organized by DDMA Kangra in collaboration with NIDM, commenced with an insightful welcome address delivered by Sh. Kuldeep, District Coordinator, DDMA Kangra. The training, held at Abode Hotel, Dharamshala, brought together key stakeholders, including Home Guards, Police, SDRF, Doctors and NGOs, to enhance their preparedness and response strategies for managing large congregations effectively.

Sh. Kuldeep warmly welcomed the dignitaries, resource persons and participants, acknowledging their crucial roles in ensuring public safety during mass gatherings. He emphasized the significance of structured planning, coordination and on-ground execution in crowd management, especially in high-risk areas. Highlighting the objectives of the program, he underscored the need for a proactive approach, inter-agency collaboration and the integration of best practices to mitigate risks and enhance public safety. His address set the stage for an engaging and knowledge-driven training session aimed at strengthening crowd management capabilities.



Sh. Kuldeep, District Coordinator, DDMA Kangra addressing the participants



INAUGURATION

About the Programme by Sh. Shekher Chaturvedi, Assistant Professor, NIDM

Sh. Shekher Chaturvedi, Assistant Professor, NIDM, provided a comprehensive overview of the programme. He emphasized the critical importance of effective crowd management in ensuring public safety, especially in regions with frequent religious gatherings, festivals and high-footfall events.



He elaborated on the key objectives of the training, which included understanding crowd behavior, planning safe congregation spaces, risk assessment, and implementing best practices for crowd regulation. He also stressed the significance of inter-agency coordination, the role of law enforcement, medical emergency preparedness, and technological interventions such as surveillance, ticket/token-based tracking systems, and crowd density monitoring.

Furthermore, he outlined the training methodology, mentioning that the programme would include theoretical sessions, scenario-based discussions, case studies, and group activities. He encouraged active participation and knowledge sharing among attendees, emphasizing that successful crowd management requires a multi-disciplinary approach involving administration, law enforcement, medical teams, emergency responders and local communities.

In conclusion, Sh. Shekher Chaturvedi expressed confidence that the training would enhance the capacity of all stakeholders and equip them with practical skills to manage large gatherings effectively, mitigate risks and ensure public safety in various crowd-related scenarios.



INAUGURATION

Inaugural Address by Sh. Hemraj Bairwa, IAS, Deputy Commissioner, Kangra, Himachal Pradesh

Sh. Hemraj Bairwa, IAS, Deputy Commissioner, Kangra delivered the inaugural address. In his speech, he emphasized the critical importance of crowd management in ensuring public safety, especially in a region like Himachal Pradesh, which hosts numerous religious gatherings, festivals and tourism-related events.



Sh. Hemraj Bairwa highlighted the need for efficient planning, coordination and execution to prevent overcrowding-related incidents and ensure smooth movement during large congregations. He acknowledged the collaborative efforts of DDMA Kangra and NIDM in organizing this training and appreciated the participation of various stakeholders.

He also stressed the significance of integrating technology, risk assessment and real-time monitoring in crowd management strategies. Furthermore, he encouraged all participants to actively engage in the training sessions and utilize this opportunity to enhance their preparedness in handling large-scale gatherings.

Concluding his address, Sh. Hemraj Bairwa extended his gratitude to NIDM experts, resource persons and facilitators for their valuable contributions and expressed confidence that the training would strengthen disaster resilience and emergency response mechanisms in Kangra district.



DAY- 01

SESSION- 01: Institutional Mechanism for Disaster Management

Resource Person: Mr. Arun Verma, Young Professional, NIDM

Session Overview

The first session of the three-day training program focused on the Institutional Mechanism for Disaster Management, providing participants with a comprehensive understanding of the organizational structure, roles and responsibilities of various institutions involved in disaster management. The session aimed to enhance participants' knowledge of how different agencies collaborate to ensure an effective disaster response, particularly in the context of crowd management.

Mr. Arun Verma from NIDM led the session, offering valuable insights into the framework established at the national, state and district levels for disaster management. He emphasized the importance of a well-coordinated institutional approach to handling large gatherings, preventing stampedes, and responding effectively to emergencies in public spaces.



Objectives of the Session: The primary objectives of this session were to:

1. **Introduce the Institutional Framework** – Provide an overview of the disaster management institutions functioning at national, state, and district levels, including NIDM, NDMA, SDMA, DDMA and local authorities.
2. **Define Roles and Responsibilities** – Explain the specific roles and responsibilities of government bodies, law enforcement agencies, emergency responders, NGOs and community volunteers in disaster management and crowd control.
3. **Highlight Coordination Mechanisms** – Discuss the need for inter-agency collaboration in ensuring smooth planning and execution of large gatherings.
4. **Emphasize Legal and Policy Frameworks** – Provide insights into the Disaster Management Act, 2005 and other relevant policies that guide institutional response and preparedness.
5. **Develop a Community-Based Approach** – Encourage local-level preparedness and response mechanisms, highlighting the role of local administrative bodies, temple trusts, event organizers and volunteers in ensuring safety during mass gatherings.

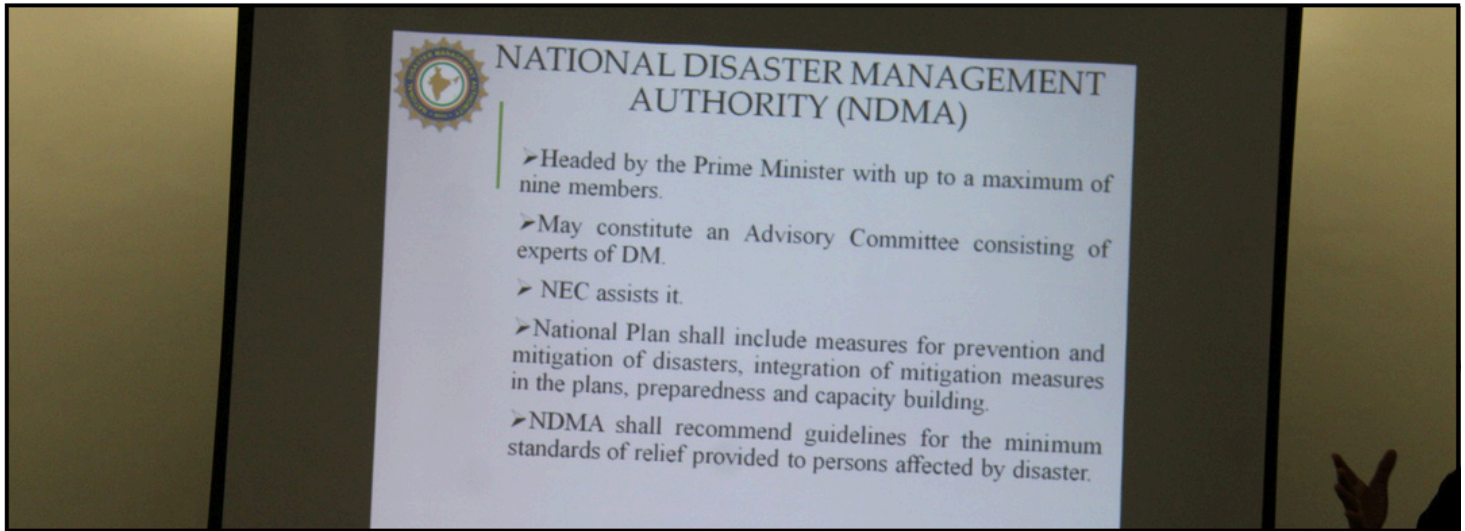


SESSION- 01: Institutional Mechanism for Disaster Management

Resource Person: Mr. Arun Verma, Young Professional, NIDM

Key Takeaways

The session provided participants with an in-depth understanding of the institutional setup and its role in disaster preparedness and response. The key takeaways were:



1. Understanding the Institutional Framework

- National Disaster Management Authority (NDMA) is responsible for policy formulation and strategic planning.
- The State Disaster Management Authorities (SDMAs) oversee disaster preparedness and mitigation strategies at the state level.
- The District Disaster Management Authorities (DDMAs) handle the implementation of disaster management plans at the district level.

2. Roles of Various Institutions

- NIDM: Capacity building and training for disaster preparedness.
- NDMA: Formulating national policies and guidelines for disaster management.
- SDMAs & DDMAs: Implementation of policies, conducting mock drills and ensuring local preparedness.
- Local Administration (Police, Fire, Medical, NGOs, and Volunteers): Coordinating response efforts, crowd control and emergency evacuation.

3. Importance of Inter-Agency Coordination

- Seamless communication between police, emergency medical teams, local administration and NGOs is essential for effective disaster response.
- Establishing clear Standard Operating Procedures (SOPs) helps in swift decision-making and resource mobilization.

4. Legal and Policy Framework

- The Disaster Management Act, 2005, provides the legal backing for institutional disaster response mechanisms.

5. Community Engagement and Preparedness

- Public awareness and community participation play a crucial role in reducing risks at large gatherings.
- Establishing crowd management committees with trained volunteers can improve safety and response efficiency.



SESSION- 02: Local Areas of Crowd Congregation & Exiting Mechanism to Control

Resource Person: *Representative from DDMA Kangra*

Session Overview:

The second session of the training program focused on identifying key local areas in Kangra that experience large congregations and discussing effective exit mechanisms to ensure crowd safety. The session aimed to address past incidents, particularly stampedes and derive lessons for better crowd control strategies. The resource person from DDMA Kangra provided insights into how crowd movement patterns, entry and exit management and real-time monitoring could prevent chaotic situations.

A significant part of the session was devoted to analyzing previous incidents, including stampedes, to understand the common causes, challenges faced and the critical role of preparedness and coordination. Special emphasis was placed on pilgrimage sites, stadiums and public gatherings in Kangra, where managing large crowds is a recurring challenge.



Objectives of the Session:

- 1. Identify High-Risk Areas** – Mapping local sites where crowd density is high, such as religious places, stadiums, markets and public gatherings.
- 2. Analyze Past Incidents** – Reviewing lessons learned from past stampedes and identifying gaps in crowd control measures.
- 3. Understand Exit Mechanisms** – Exploring best practices for designing effective entry and exit strategies to minimize congestion and enhance safety.
- 4. Enhance Coordination Among Stakeholders** – Establishing clear roles and responsibilities for police, event organizers, disaster response teams and volunteers.
- 5. Improve Awareness Among Organizers and Responders** – Equipping participants with practical knowledge of risk factors and mitigation strategies to ensure safer large-scale events.
- 6. Develop Actionable Strategies** – Proposing improvements in crowd movement management, emergency response planning and real-time surveillance for high-risk areas.



SESSION- 02: Local Areas of Crowd Congregation & Exiting Mechanism to Control

Resource Person: *Representative from DDMA Kangra*

Key Takeaways from the Session:

1. Identification of High-Congregation Areas

- Major religious places such as temples and shrines in Kangra district experience significant footfall, requiring specialized crowd management planning.
- Public venues like stadiums, marketplaces and tourist attractions also demand structured crowd control mechanisms.

2. Lessons Learned from Stampedes

- Stampedes occur due to panic, sudden movements, lack of guidance and overcrowding at entry and exit points.
- Inadequate exit pathways and improper barricading often contribute to chaotic situations.
- Poor communication and lack of signage create confusion among attendees, leading to disorderly movement.

3. Exit Mechanisms and Risk Reduction Strategies

- Ensuring multiple exit routes and clear demarcation of pathways to prevent congestion.
- Deployment of trained personnel at critical locations to guide crowd movement efficiently.
- Use of surveillance systems such as drones and CCTV cameras for real-time monitoring.

4. Need for Pre-Event Risk Assessments

- Conducting site-specific hazard vulnerability assessments (HVA) before large events.
- Establishing emergency evacuation plans and conducting drills to prepare for potential emergencies.

5. Role of Multi-Agency Coordination

- Effective crowd management requires collaboration between police, medical teams, disaster response agencies and event organizers.
- Setting up a temporary command center at major events to ensure seamless coordination among all stakeholders.

6. Public Awareness and Crowd Behavior Management

- Educating the public about safety measures, including how to react during emergencies.
- Implementing a crowd regulation system such as ticketing or token-based entry for better tracking and control.

This session laid a strong foundation for enhancing crowd management capabilities in Kangra district. The insights and strategies discussed will significantly contribute to safer event planning, reducing risks and improving response mechanisms in case of emergencies.



SESSION- 03: Planning Strategies for Large Congregations

Resource Person: Sh. Shekher Chaturvedi, Assistant Professor, NIDM

Session Overview

The third session of the training programme focused on the crucial aspect of planning strategies for large congregations, which is essential for effective crowd management. Given the increasing number of large-scale events, religious gatherings and festivals in the region, the session aimed to equip participants with the necessary knowledge and skills to develop well-structured plans for managing crowds efficiently.

Sh. Shekher Chaturvedi, conducted this session and provided insights into the planning process, key components of a comprehensive crowd management plan and strategic approaches to ensure safety, security and smooth movement of people in large gatherings. The session emphasized a systematic approach to planning, addressing risk assessment, stakeholder coordination, infrastructure preparedness and emergency response mechanisms.

Objectives of the Session: The primary objectives of this session were:

- To provide participants with a structured approach to planning for large congregations.
- To explain the key components of an effective crowd management plan.
- To highlight the process of planning, including risk assessment, stakeholder coordination and emergency response measures.
- To introduce best practices and case studies from previous large-scale events to enhance practical understanding.
- To equip participants with the knowledge to anticipate and mitigate potential risks associated with crowd management.
- To promote multi-agency coordination and communication strategies for effective crowd control and disaster preparedness.



Sh. Shekher Chaturvedi providing participants with a structured approach to planning for large congregations.



SESSION- 03: Planning Strategies for Large Congregations

Resource Person: Sh. Shekher Chaturvedi, Assistant Professor, NIDM

Key Takeaways from the Session

1. Understanding the Planning Process

- Planning for large congregations is a multi-step process that involves risk identification, resource allocation, stakeholder coordination, and contingency planning.
- A well-prepared plan minimizes the chances of stampedes, overcrowding, and other emergencies.

2. Key Components of a Crowd Management Plan

- Risk Assessment & Hazard Identification
- Infrastructure & Facility Management
- Traffic & Mobility Planning
- Communication & Coordination
- Security & Surveillance
- Medical & Emergency Response
- Volunteer & Public Awareness Strategies

3. The Planning Process: Step-by-Step Approach

- Pre-Event Planning:
 - Conducting site visits and identifying critical areas.
 - Holding coordination meetings with relevant authorities (police, health services, local administration).
 - Assigning responsibilities to different agencies.
- During the Event:
 - Monitoring real-time crowd movement and adjusting security measures accordingly.
 - Deploying trained personnel at critical locations.
 - Implementing ticket/token systems for crowd regulation.
- Post-Event Review:
 - Analyzing challenges faced and documenting lessons learned for future improvements.
 - Gathering feedback from stakeholders and emergency responders.

4. Best Practices & Case Studies

- The session included examples from past events where effective planning led to successful crowd management, as well as case studies where poor planning resulted in disasters like stampedes.
- International best practices were discussed, highlighting innovative approaches to managing large gatherings safely.

5. Importance of Multi-Stakeholder Involvement

- Coordination between law enforcement agencies, disaster management authorities, event organizers, health departments and local governance bodies is crucial for success.
- A Unified Command Structure ensures smooth implementation of the crowd management plan.

Conclusion The session provided a comprehensive framework for planning large congregations while ensuring public safety, efficient movement, and preparedness for any unforeseen incidents. Participants gained a deeper understanding of structured planning, risk mitigation strategies and coordination mechanisms, which will help them effectively manage future large-scale events in their respective areas.



SESSION- 04: GROUP EXERCISE

Session Overview The fourth session focused on a group exercise designed to enhance participants' practical understanding of planning strategies for managing large congregations. Conducted by Sh. Shekher Chaturvedi, Assistant Professor, NIDM, this session aimed at reinforcing the theoretical knowledge shared earlier through a hands-on, collaborative approach.

Participants were divided into small groups, where they were assigned specific scenarios of large gatherings such as religious festivals, political rallies, or cultural events. Each group was tasked with:

- Developing a comprehensive crowd management plan.
- Identifying and explaining the key components of an effective plan.
- Highlighting the step-by-step planning process for managing such gatherings.

The exercise promoted teamwork, critical thinking, and practical application of planning strategies, making the session highly interactive and insightful.



Objectives of the Session

The key objectives of this group exercise were:

1. To provide hands-on experience in planning for large congregations through a structured group activity.
2. To enable participants to apply theoretical concepts in real-world crowd management scenarios.
3. To enhance decision-making and coordination skills by working in groups.
4. To develop a clear understanding of the components of a crowd management plan, including risk assessment, safety measures and resource allocation.
5. To highlight the planning process from preparation to execution and evaluation.



SESSION- 04: GROUP EXERCISE

Key Takeaways

Participants gained practical insights into:

1.Importance of a Well-Defined Crowd Management Plan

- A structured approach to crowd management reduces risks and ensures smooth event execution.
- Key aspects include risk analysis, entry-exit planning, emergency preparedness and security deployment.

2.Components of a Crowd Management Plan

- Event profiling: Understanding the nature and scale of the gathering.
- Stakeholder coordination: Engaging police, emergency services, volunteers and event organizers.
- Infrastructure planning: Allocating medical aid, water stations, sanitation and barricading.
- Security measures: Surveillance, patrolling and crowd control mechanisms.

3.Step-by-Step Planning Process

- Pre-event preparations: Site assessment, approvals, and safety drills.
- Execution phase: Real-time monitoring, communication systems and crowd flow control.
- Post-event evaluation: Reviewing challenges and areas for improvement.

4.Teamwork & Coordination

- Working in groups helped participants understand the importance of coordination in managing large crowds effectively.
- Scenario-based discussions allowed for creative problem-solving and better risk mitigation strategies.



The session successfully bridged theoretical learning with practical application, making participants more confident and prepared to handle large congregations in real-life situations.



DAY- 02

RECAPITULATION

The second day of the Three-Day Training Programme on Crowd Management began with a recap session that revisited the key learnings from the first day. Participants engaged in an interactive discussion, reflecting on the critical aspects of crowd management covered during the previous sessions.

The recap session highlighted the following key points:

1. Introduction to Crowd Management – Understanding the fundamentals of crowd behavior, risks associated with large gatherings and the importance of proactive planning.
2. Legal and Administrative Framework – An overview of the policies, laws and regulations governing crowd management in India.
3. Planning Strategies for Large Congregations – A detailed discussion on the structured approach to planning, key components of an effective crowd management plan, and real-life case studies.

Participants actively shared their insights and clarified doubts, reinforcing their understanding of the core concepts. The recap session served as a valuable bridge between the previous day's discussions and the advanced sessions planned for Day 2, ensuring continuity in learning.

SESSION- 01: Capacity and Facilities required for managing large congregations

Resource Person: Sh. Shekher Chaturvedi, Assistant Professor, NIDM

Session Overview

The first session of Day 2 focused on the capacity and facilities required for managing large congregations. The session, conducted by Sh. Shekher Chaturvedi, Assistant Professor, NIDM, provided an in-depth understanding of how planning and infrastructure play a crucial role in ensuring crowd safety and smooth operations at large events. The discussion covered:

- Setting up Base Camps – Selection of appropriate locations and necessary arrangements.
- Route Management – Including barricading, parking facilities, and designated pathways.
- Placement and Functionality of Facilities – Ensuring accessibility, efficiency, and safety.

The session emphasized the importance of proactive planning, resource allocation and coordination among stakeholders to manage crowds effectively.

Objectives of the Session

The key objectives of this session were:

1. To understand the critical infrastructure requirements for managing large crowds.
2. To identify strategic locations for setting up base camps with necessary arrangements.
3. To develop a structured approach for route planning, including barricading, parking, and entry-exit points.
4. To ensure proper placement of facilities such as medical aid, security posts, drinking water, and sanitation for effective crowd management.
5. To highlight best practices and lessons learned from previous large-scale events.



SESSION- 01: Capacity and Facilities required for managing large congregations

Resource Person: Sh. Shekher Chaturvedi, Assistant Professor, NIDM

Key Takeaways

1. Base Camp Setup & Location Selection

- Base camps should be established in easily accessible and safe zones to accommodate emergency response teams and event organizers.
- They should include medical aid stations, security checkpoints, information desks and volunteer support areas.

2. Route Planning & Barricading

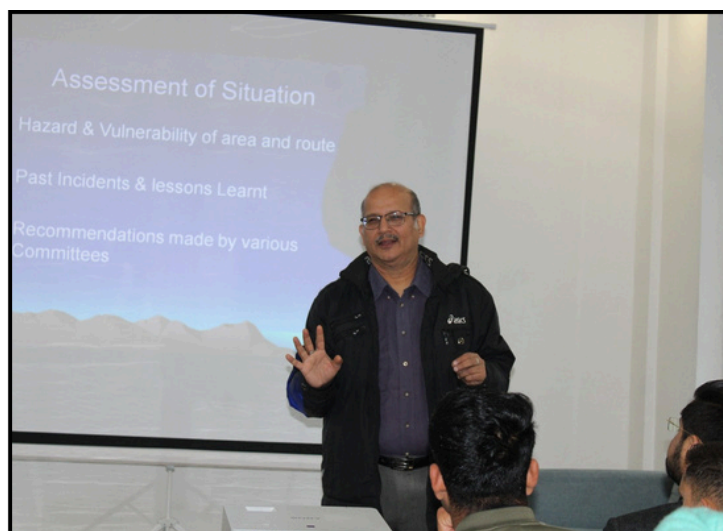
- Barricades should be strategically placed to regulate crowd flow and prevent stampedes.
- Dedicated lanes for emergency vehicles, VIP movements and general public access should be clearly marked.
- Efficient parking management with segregated zones for different types of vehicles helps prevent congestion.

3. Facility Placement & Accessibility

- Water stations, sanitation units and rest areas should be evenly distributed across the site to avoid overcrowding.
- Proper signage and information boards should be installed to guide visitors and ensure smooth movement.
- Communication and coordination between security personnel, medical teams, and event managers are essential for maintaining order.

4. Emergency Response Planning

- Evacuation routes should be predefined, with alternative exits in case of congestion.
- A well-equipped control room should monitor crowd density using CCTV surveillance and real-time reporting systems.



The session was highly interactive, with participants sharing their experiences and discussing challenges faced in previous events. The insights gained from this session contributed to enhancing the preparedness and efficiency of crowd management strategies in large congregational settings.



SESSION- 02: Assessment of the Situation

Resource Person: Sh. Shekher Chaturvedi, Assistant Professor, NIDM

Session Overview

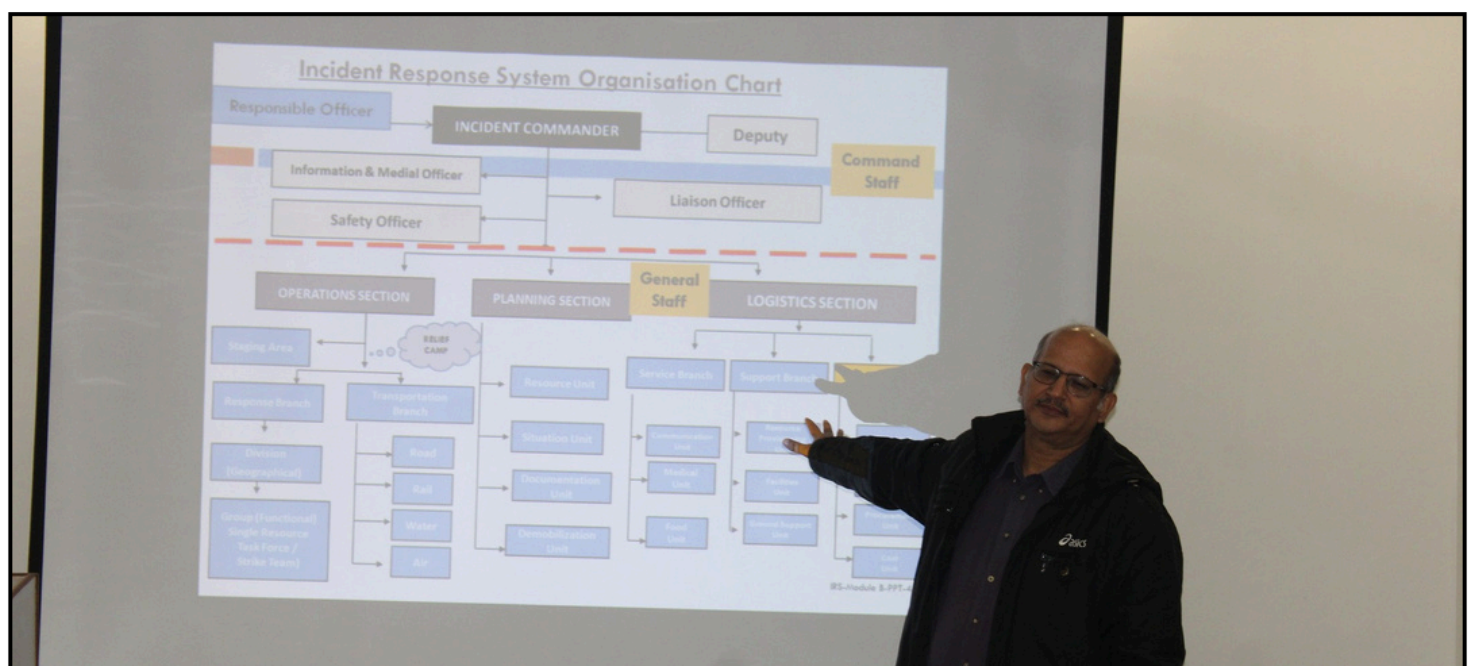
The second session of Day 2 of the Three-Day Training Programme on Crowd Management, organized by DDMA Kangra in collaboration with NIDM at Dharamshala, Himachal Pradesh, focused on Assessment of the Situation. Conducted by Sh. Shekher Chaturvedi, Assistant Professor, NIDM, the session provided an in-depth analysis of the hazards and vulnerabilities associated with large congregation sites such as temple complexes, stadiums, and other crowded locations.

The session emphasized the identification of risks, assessment of vulnerabilities, and understanding of hazards to ensure better preparedness and response mechanisms. Through real-life examples and case studies, the participants gained insights into potential threats, weak areas and mitigation strategies to minimize risks during large-scale gatherings.

Objectives of the Session

The primary objectives of this session were:

1. Understanding the Hazard Profile – To identify and analyze the different types of hazards that can impact large congregation sites such as religious places, stadiums, and public gatherings.
2. Assessing Vulnerabilities – To evaluate structural, environmental and human-related vulnerabilities that can lead to crowd disasters.
3. Explaining Risk Areas – To highlight critical risk zones within a congregation site, including entry/exit points, bottlenecks and high-density areas.
4. Developing Mitigation Strategies – To discuss preventive measures and early warning systems that can help in reducing risks.
5. Enhancing Preparedness – To equip participants with the knowledge to conduct risk assessments and implement safety protocols effectively.





SESSION- 02: Assessment of the Situation

Resource Person: Sh. Shekher Chaturvedi, Assistant Professor, NIDM

Key Takeaways from the Session

1. Types of Hazards at Large Congregation Sites

- Natural Hazards: Earthquakes, landslides, extreme weather conditions and floods that may impact the structural integrity of sites.
- Man-Made Hazards: Fire outbreaks, stampedes, terrorist threats and structural collapses.
- Health-Related Risks: Spread of infections, dehydration and medical emergencies during large gatherings.

2. Identification of Vulnerabilities

- Structural Weaknesses: Poorly designed entry/exit points, unstable structures and lack of proper ventilation.
- Overcrowding Issues: Unregulated flow of people leading to congestion and increased risk of stampedes.
- Limited Emergency Access: Difficulty in deploying emergency services due to narrow pathways or blocked routes.
- Lack of Awareness & Preparedness: Absence of safety signage, untrained security personnel and inadequate communication networks.

3. Risk Areas in Large Congregation Sites

- Entry & Exit Points – High-pressure areas where overcrowding can occur.
- Staircases & Narrow Passages – Potential bottlenecks leading to panic situations.
- Food & Water Distribution Zones – Areas prone to gathering congestion and conflicts.
- Restricted Spaces – Enclosed areas with poor ventilation leading to suffocation risks.

4. Risk Reduction Strategies

- Proper Planning & Site Mapping: Identifying high-risk zones and planning alternative routes.
- Emergency Preparedness Drills: Conducting mock drills for effective response.
- Deployment of Trained Personnel: Having security teams and volunteers trained in crowd control measures.
- Use of Technology: Implementing surveillance systems, public address systems and real-time monitoring tools.

5. Case Studies & Practical Examples

- Discussion of past incidents like temple stampedes and stadium disasters, analyzing causes and lessons learned.
- Strategies adopted in high-risk religious places and sports venues for better crowd management.

This session provided a comprehensive understanding of risk assessment for large gatherings, equipping participants with practical knowledge to identify hazards, assess vulnerabilities, and implement safety measures. The insights gained will be crucial in enhancing preparedness and ensuring safer congregation management in future events.



SESSION- 03: Congregation Management

Resource Person: Sh. Shekher Chaturvedi, Assistant Professor, NIDM

Session Overview

The third session on Day 2 of the training program focused on Congregation Management, a crucial aspect of crowd management, particularly in high-footfall areas such as religious sites, fairs and public gatherings. Sh. Shekher Chaturvedi, Assistant Professor, NIDM, conducted this session, emphasizing the systematic approach required for managing large congregations effectively.

The session provided an in-depth understanding of the challenges and strategies associated with handling large crowds, ensuring smooth movement, and maintaining order through structured planning and management techniques.

Objectives of the Session: The primary objectives of this session were:

1. Understanding the Process of Congregation Management – How large gatherings form, their movement patterns and key challenges in ensuring safety.
2. Explaining Entry and Exit Point Management – The importance of designated entry and exit points to avoid congestion and maintain security.
3. Tracking and Identification Mechanisms – Implementing ticket/token systems to track and manage the movement of pilgrims at base camps.
4. Assessing Crowd Behavior – Identifying potential risks associated with human movement, psychological factors and behavior in crowded environments.
5. Developing Effective Route and Crowd Regulation Strategies – Understanding how to streamline pathways, control movement and minimize bottlenecks.
6. Maintaining Log Books and Records – The significance of maintaining proper records for tracking footfall, lost individuals and emergency responses.



Sh. Shekher Chaturvedi, Assistant Professor, NIDM, conducted a session on Congregation Management



SESSION- 03: Congregation Management

Resource Person: Sh. Shekher Chaturvedi, Assistant Professor, NIDM

Key Takeaways from the Session

1. Systematic Planning for Large Congregations

- The importance of advance planning and structured management for ensuring safety and order.
- Identifying critical congregation points and designing crowd control measures accordingly.

2. Implementation of Ticket/Token Systems for Pilgrim Identification

- The use of digital and manual tracking systems to ensure pilgrims are accounted for at base camps.
- Reducing the risk of missing persons through systematic record-keeping.

3. Understanding Crowd Behavior and Psychological Aspects

- Factors influencing crowd movements, such as anxiety, panic, and external triggers.
- Strategies for calming the crowd and avoiding stampedes during peak congregation times.

4. Efficient Route and Traffic Management

- Planning designated walking paths, barricading critical areas, and ensuring smooth pedestrian flow.
- Coordinating with law enforcement for traffic control and emergency vehicle access.

5. Entry and Exit Point Management

- Ensuring designated entry and exit points are well-marked, manned, and monitored.
- Avoiding bottlenecks by streamlining security checks and movement protocols.

6. Crowd Regulation Techniques

- Deployment of security personnel and volunteers at key congregation points.
- Use of public address systems to direct and guide people efficiently.

7. Importance of Log Book Maintenance

- Recording essential details such as footfall numbers, emergency incidents, and lost-and-found cases.
- Facilitating better coordination among different management teams through accurate data collection.

This session provided participants with practical knowledge and real-world strategies to enhance congregation management, ensuring safer and more organized public gatherings.



SESSION- 04: Exercise on HVC Analysis of HPCA Stadium

*Resource Person: Sh. Shekher Chaturvedi, Assistant Professor, NIDM and
Sh. Arun Verma, Young Professional, NIDM.*

Session Overview

The fourth session focused on a practical exercise on Hazard, Vulnerability and Capacity (HVC) analysis for crowd management at the Himachal Pradesh Cricket Association (HPCA) Stadium in Dharamshala.

Participants were divided into groups and assigned the task of applying HVC analysis to identify potential risks and propose crowd management strategies for the stadium. After completing their assessments, each group presented their analysis, discussing key hazards, vulnerabilities, and capacity-building measures.

Objectives of the Session

The session aimed to:

1. Apply HVC Analysis to a Real-World Scenario – Enable participants to assess the risks, vulnerabilities and capacities associated with a high-footfall venue.
2. Identify Key Hazards at the HPCA Stadium – Recognize potential risks such as stampedes, overcrowding, structural hazards, fire incidents and medical emergencies.
3. Evaluate Crowd Vulnerabilities – Analyze factors that could increase the likelihood of crowd-related incidents, such as unplanned movements, panic situations and blocked exits.
4. Develop Capacity-Building Strategies – Explore measures for strengthening preparedness, response mechanisms and infrastructure resilience.
5. Enhance Decision-Making Skills – Encourage participants to think critically and propose actionable crowd management strategies.
6. Improve Teamwork and Presentation Skills – Facilitate collaborative learning through group exercises and presentations.





SESSION- 04: Exercise on HVC Analysis of HPCA Stadium

Resource Person: Sh. Shekher Chaturvedi, Assistant Professor, NIDM and Sh. Arun Verma, Young Professional, NIDM.



Participants were divided into small groups & were tasked to Develop a comprehensive crowd management plan for the HPCA Stadium, Dharamshala.



SESSION- 04: Exercise on HVC

Analysis of HPCA Stadium

*Resource Person: Sh. Shekher Chaturvedi,
Assistant Professor, NIDM and
Sh. Arun Verma, Young Professional, NIDM.*

Key Takeaways from the Session: The participants gained hands-on experience in conducting HVC analysis and identified practical solutions for effective crowd management.

The main insights included



1. Understanding the Application of HVC Analysis

- How to systematically assess hazards, vulnerabilities and capacities for a specific location.
- The role of HVC in disaster risk reduction and crowd control planning.

2. Identification of Potential Hazards at HPCA Stadium

- Overcrowding during major events and the risk of stampedes.
- Fire hazards, electrical failures and lack of sufficient exits.
- Weather-related risks, such as heavy rain or strong winds affecting crowd movement.

3. Vulnerabilities in Crowd Management

- Limited emergency evacuation routes leading to congestion.
- Lack of awareness among spectators about emergency protocols.
- Inadequate medical facilities within the stadium premises.

4. Capacity Assessment and Preparedness Strategies

- Strengthening security personnel deployment for better crowd control.
- Installing clear signage and digital information boards to guide spectators.
- Use of real-time monitoring systems for early warning and crowd density tracking.

5. Practical Recommendations from Participant Presentations

- Setting up temporary holding areas for emergency situations.
- Implementing ticket-based entry restrictions to prevent overcrowding.
- Deploying trained volunteers and marshals for guiding and assisting the crowd.

6. Enhancing Crowd Movement Strategies

- Pre-planned entry and exit protocols to ensure smooth dispersal.
- Encouraging staggered departure techniques post-event to prevent congestion.

7. Coordination Between Stakeholders

- Engaging with local authorities, disaster management teams and event organizers for seamless execution of crowd control plans.
- Conducting regular mock drills to test emergency response effectiveness.

This session allowed participants to gain practical insights into real-world crowd management challenges and develop data-driven, strategic solutions for ensuring safety at large public gatherings.



SESSION- 05: Planning and Maintaining Law and Order

Resource Person: Faculty member from Police department

Session Overview

The fifth and final session focused on Planning and Maintaining Law and Order in crowd management. Conducted by an experienced faculty member from the Police Department, the session provided participants with a comprehensive understanding of the legal framework governing crowd control, the role of law enforcement agencies and the importance of structured law enforcement in maintaining public order during large gatherings.

The session emphasized how legal provisions and law enforcement strategies play a critical role in preventing chaos, ensuring security and effectively handling emergencies in crowded environments.

Objectives of the Session

The session aimed to:

1. Explain the Legal Framework for Crowd Management – Educate participants on relevant laws, acts, and regulations governing public gatherings and crowd control.
2. Highlight Law Enforcement Protocols – Understand how the police and other security agencies manage large crowds and prevent law-and-order situations.
3. Discuss Preventive and Reactive Measures – Learn strategies for preventing disturbances and responding effectively to security threats.
4. Ensure Compliance with Legal Provisions – Provide clarity on obtaining permissions, adhering to safety regulations and understanding the legal consequences of mismanagement.
5. Explain the Role of Different Stakeholders – Define the responsibilities of the police, district administration, event organizers and security personnel in maintaining law and order.

Key Takeaways from the Session

1. Understanding Legal Provisions for Crowd Management

- Overview of key laws governing public gatherings, including IPC, CrPC and local regulations.
- Legal requirements for obtaining event permissions and compliance with safety norms.

2. Role of Law Enforcement in Crowd Control

- How police coordinate with administration and emergency response teams during large events.
- Use of force guidelines and ethical considerations in crowd dispersal.

3. Preventive Measures for Law and Order Maintenance

- Strategic deployment of law enforcement personnel at critical locations.
- Use of surveillance, intelligence gathering and early warning systems to detect potential threats.

4. Handling Law and Order Situations During Large Gatherings

- Managing protests, religious congregations, rallies and emergency evacuations.
- Protocols for handling stampedes, violent outbreaks and security breaches.

5. Ensuring Coordination Between Multiple Agencies

- Importance of inter-agency collaboration between police, district administration, disaster response teams, and event organizers.
- Establishing a command-and-control structure for effective decision-making during critical situations.

6. Legal Consequences of Mismanagement

- Case studies on legal actions taken in past incidents of crowd mismanagement.
- Responsibilities and liabilities of event organizers, security teams and law enforcement agencies.



DAY- 03

RECAPITULATION

The third day of the training programme commenced with a recap session summarizing the key learnings from Day 2. Participants engaged in an interactive discussion, revisiting important concepts, case studies and practical insights shared during the sessions.

The major highlights from Day 2 included:

1. Session 1: Recap of Day 1 & Introduction to Day 2
 - Review of planning strategies for large congregations, including the essential components of an event plan.
 - Reinforcement of the importance of risk assessment, communication strategies and contingency planning in crowd management.
2. Session 2: Understanding Crowd Psychology
 - Discussion on factors influencing crowd behavior, such as emotional triggers, panic situations and movement dynamics.
 - Insights on predicting crowd responses and implementing behavioral control techniques.
3. Session 3: Congregation Management
 - Key aspects of tracking ticket/token systems for pilgrim identification at base camps.
 - Effective route management, crowd regulation and entry-exit point control strategies.
 - The significance of maintaining logbooks of pilgrims for accountability and safety.
4. Session 4: Emergency Response in Crowded Spaces
 - Detailed discussion on emergency preparedness, evacuation planning and medical aid provisions.
 - Practical insights on real-time crowd monitoring and coordination with emergency services.
5. Session 5: Planning and Maintaining Law and Order
 - Explanation of legal provisions and law enforcement measures relevant to crowd control.
 - Importance of inter-agency coordination between police, administration and event organizers.
 - Strategies for preventing and responding to security threats in large gatherings.

The recap session reinforced these crucial concepts through participant reflections, Q&A discussions, and scenario-based exercises. The session also provided an opportunity for clarifying doubts and addressing challenges related to crowd management strategies, law enforcement protocols and risk mitigation measures. With this refreshed understanding, participants were well-prepared to dive into the final day's sessions, which would focus on advanced planning techniques, case studies and practical drills.



SESSION- 01: Communication & Coordination

Resource Person: Sh. Shekher Chaturvedi, Assistant Professor, NIDM

Session Overview

The first session of Day 3 focused on the critical role of communication and coordination in crowd management, particularly in high-risk environments such as religious gatherings, public events, and emergency situations. Sh. Shekher Chaturvedi, Assistant Professor, NIDM, led the session, providing an in-depth understanding of effective communication systems, coordination mechanisms, and essential tools for managing large crowds safely.

The session emphasized the importance of a reliable and structured communication network involving local administration, law enforcement agencies, medical services and event organizers. It also highlighted the significance of real-time reporting systems, public address mechanisms, and inter-agency collaboration for ensuring smooth crowd movement and emergency response.



Session Objectives

The session aimed to:

1. Explain the importance of communication in managing large congregations and crowded spaces.
2. Highlight the role of a reliable and dedicated communication network (temple authorities, trusts, police, local administration, medical teams).
3. Describe different reporting systems for real-time updates and emergency response.
4. Explain coordination mechanisms among various stakeholders involved in crowd management.
5. Introduce tools and technologies that facilitate smooth communication and coordination.



SESSION- 01: Communication & Coordination

Resource Person: Sh. Shekher Chaturvedi, Assistant Professor, NIDM

Key Takeaways

1. Public Address System (PAS):

- Essential for guiding and instructing the crowd in real-time.
- Helps in disseminating emergency announcements and precautionary advisories.
- Must be strategically placed across key locations for maximum reach.

2. Dedicated and Reliable Communication Network:

- Involves temple/trust management, local administrators, law enforcement agencies, medical teams and emergency responders.
- Ensures seamless coordination and prevents miscommunication during high-footfall events.
- Use of radio communication, mobile networks and digital platforms for efficient information flow.

3. Reporting Systems for Crowd Management:

- Regular reporting and monitoring mechanisms enhance situational awareness.
- Use of CCTV surveillance, mobile applications and field reports to track movement patterns and identify risks.
- Real-time reporting to control rooms and command centers for better decision-making.

4. Importance of Coordination:

- Effective coordination among multiple agencies ensures a quick and organized response in case of emergencies.
- Pre-event briefings and regular meetings improve cooperation between different stakeholders.
- Establishing Standard Operating Procedures (SOPs) for crowd control measures.

5. Tools for Effective Coordination:

- Walkie-talkies and HAM radio systems for reliable communication in areas with network congestion.
- Crowd density monitoring software for real-time assessment and management.
- Emergency response apps for quick alert dissemination and coordination.



The session concluded with interactive discussions and case studies, helping participants understand how to implement these strategies effectively in real-world crowd management scenarios.



SESSION- 02: Scenario Analysis

Resource Person: Sh. Shekher Chaturvedi, Assistant Professor, NIDM

Session Overview

The second session focused on Scenario Analysis, emphasizing the practical application of tools and methods for effective congregation management. The session aimed to bridge the gap between theoretical knowledge and real-world application through scenario-based exercises. Participants actively engaged in simulated situations, where they applied crowd management techniques, assessed risks and devised response strategies for different crowd-related challenges.

The session was designed to provide hands-on experience in handling large gatherings, managing unexpected events and ensuring public safety during mass congregations. The interactive nature of the session allowed participants to analyze, discuss, and implement crowd control strategies in a controlled yet realistic environment.

Objectives of the Session

- To provide practical exposure to participants on congregation management.
- To develop critical thinking and decision-making skills for handling real-life crowd situations.
- To simulate different crowd scenarios, enabling participants to assess risks and apply appropriate management techniques.
- To enhance the understanding of emergency response mechanisms during large gatherings.
- To promote team coordination and leadership skills in crowd management.



Session on Scenario Analysis by Sh. Shekher Chaturvedi



SESSION- 02: Scenario Analysis

Resource Person: Sh. Shekher Chaturvedi, Assistant Professor, NIDM

Key Takeaways

1. Application of Theoretical Knowledge

- Participants utilized previously learned concepts in real-world scenarios.
- Practical exercises demonstrated the importance of risk assessment and contingency planning.

2. Scenario-Based Exercise on Crowd Management

- Participants engaged in mock drills to manage large crowds in different simulated conditions.
- Exercises included handling overcrowding, responding to emergencies and managing entry/exit points.

3. Tools and Methods for Effective Congregation Management

- Use of tracking and monitoring systems for real-time crowd control.
- Implementation of ticket/token systems for regulated movement.
- Coordination with law enforcement and emergency response teams.

4. Crisis Response and Evacuation Planning

- Strategies for effective evacuation during stampedes, medical emergencies, or security threats.
- Role of first responders and event organizers in maintaining order and ensuring public safety.

5. Team Coordination and Communication Strategies

- Participants practiced multi-agency coordination, simulating communication with law enforcement, medical teams, and event staff.
- Importance of clear instructions, public announcements and signages in crowd management.

6. Decision-Making and Leadership in Crisis Situations

- Participants analyzed different scenarios and made quick, effective decisions for crowd regulation.
- Emphasis on leadership roles in managing large-scale events.

The scenario analysis session was a highly interactive and insightful experience that allowed participants to apply their learning in practical settings. It provided a real-time perspective on challenges faced during mass gatherings and equipped them with skills and strategies for effective crowd management.



SESSION- 03: Group Presentation on Scenario Analysis

Resource Person: Sh. Shekher Chaturvedi, Assistant Professor, NIDM

Session Overview

The third session was dedicated to a Group Presentation on Scenario Analysis, where all participants actively engaged in presenting their analyses of various crowd management scenarios. The session aimed to provide a practical, hands-on learning experience by simulating real-life crowd management situations. Participants were divided into groups, each tasked with analyzing and presenting a specific crowd-related scenario, focusing on risk identification, mitigation strategies and response planning.

This session allowed participants to apply theoretical knowledge gained during the training into practical crowd management solutions, enhancing their decision-making and problem-solving abilities.

Objectives of the Session

1. To assess the participants' understanding of key concepts in crowd management through scenario-based learning.
2. To enhance problem-solving and decision-making skills in managing different types of crowd-related challenges.
3. To develop a structured approach towards identifying risks, implementing mitigation measures, and executing response strategies.
4. To encourage teamwork and effective communication among participants for real-world crowd management situations.
5. To provide feedback and expert evaluation on participants' strategies, improving their practical knowledge and skills.



Group Presentation on Scenario Analysis to understand the key concepts in crowd management



SESSION- 03: Group Presentation on Scenario Analysis

Resource Person: Sh. Shekher Chaturvedi, Assistant Professor, NIDM

Key Takeaways

1. Application of Knowledge – Participants effectively applied planning strategies, risk assessment and response mechanisms to various crowd scenarios.
2. Diverse Perspectives – The presentations showcased different perspectives and innovative approaches to handling large gatherings, crisis situations and emergency response.
3. Scenario-Based Learning – Groups analyzed scenarios such as pilgrimage events, political rallies, concerts and sporting events, identifying potential risks and mitigation measures.
4. Risk Assessment and Planning – Participants demonstrated understanding of crowd behavior, entry-exit point management, congestion control, and emergency planning.
5. Team Coordination – The session emphasized the importance of inter-agency coordination and effective communication in real-life crowd management situations.
6. Expert Feedback – Resource persons provided constructive feedback, highlighting strengths and areas for improvement in crowd management strategies.
7. Confidence Building – Presenting in front of peers and experts helped participants build confidence in their analytical and decision-making abilities.



Conclusion The group presentation session served as an interactive and practical exercise that reinforced the core principles of crowd management. By engaging in scenario-based learning, participants gained valuable insights into planning, coordination, and emergency preparedness, ensuring they are well-equipped to handle real-world crowd management challenges.



VALEDICTION

The valedictory session marked the successful conclusion of the three-day training program on Crowd Management, organized by DDMA Kangra in collaboration with NIDM at Dharamshala, Himachal Pradesh. The session was graced by **Sh. Hemraj Bhairwa, IAS, Deputy Commissioner, Kangra**, who delivered the valedictory address, acknowledging the significance of the training in enhancing preparedness and effective crowd management strategies.



ARRIVAL OF SH. HEMRAJ BAIRWA, IAS, DC KANGRA (H.P)

In his address, Sh. Hemraj Bhairwa emphasized the importance of proactive planning, coordination, and capacity-building in managing large congregations. He highlighted that the learnings from this training would significantly contribute to ensuring public safety, efficient resource management, and incident-free event handling. He appreciated the active participation of trainees and encouraged them to apply their knowledge in real-world scenarios.



INNAUGURAL ADDRESS BY SH. HEMRAJ BAIRWA, IAS, DC KANGRA (H.P)



VALEDICTION

VOTE OF THANKS

Following the valedictory address, Sh. Kuldeep Singh, District Coordinator, DDMA Kangra, delivered the Vote of Thanks, expressing gratitude to:

- Sh. Hemraj Bhairwa, IAS, DC Kangra, for his leadership and continuous support in strengthening disaster preparedness in the district.
- NIDM and its expert faculty members, especially Sh. Shekher Chaturvedi, Assistant Professor, NIDM, for their insightful sessions and knowledge sharing.
- All the participants, for their enthusiasm and active engagement throughout the training.
- The organizing team and support staff, for their dedicated efforts in ensuring the smooth execution of the program.



Sh. Kuldeep Singh, Capacity Building Coordinator, DDMA Kangra, expressing his gratitude on the successful completion of the three days training programme on CROWD MANAGEMENT



VALEDICTION

CERTIFICATE DISTRIBUTION

The session concluded with the certificate distribution ceremony, where participants were awarded certificates of completion in recognition of their successful participation in the training. The certificates were distributed by Sh. Hemraj Bhairwa, IAS, DC Kangra, Sh. Kuldeep Singh, Capacity Building Coordinator, DDMA Kangra & Sh. Robin Kumar, EOC Incharge, DDMA Kangra.



The training program ended on a high note, with participants expressing their appreciation for the valuable insights, practical knowledge, and hands-on exercises that enhanced their understanding of crowd management. The session reinforced the commitment of DDMA Kangra and NIDM toward building a more resilient and disaster-prepared community.



KEY TAKEAWAYS

Key Takeaways from the Three-Day Training Programme on Crowd Management

- Understanding Institutional Mechanisms – Participants gained insights into the roles and responsibilities of institutions involved in disaster and crowd management.
- Strategic Planning for Large Congregations – The training emphasized the importance of structured planning, including risk assessment, contingency planning and resource allocation.
- Capacity and Facility Management – Effective setup of base camps, barricading, parking, and traffic management were discussed to ensure smooth crowd flow and emergency preparedness.
- Assessment of Hazard and Vulnerability – Participants learned how to assess risks associated with large gatherings at religious sites, stadiums and other public spaces.
- Crowd Behavior and Regulation – Understanding crowd psychology, tracking systems, and entry-exit management were highlighted for better crowd control.
- Communication and Coordination – The significance of a reliable public address system, internal communication networks, and coordination among stakeholders was emphasized.
- Scenario-Based Exercises – Practical exercises and group discussions helped participants apply theoretical concepts to real-world situations, enhancing their decision-making skills.
- Law and Order Management – Law enforcement officials provided insights into maintaining order, handling emergencies and preventing stampedes or conflicts.
- Multi-Stakeholder Collaboration – The training reinforced the need for coordination among government agencies, law enforcement, event organizers and emergency responders.
- Enhanced Preparedness and Response Skills – Participants left with improved knowledge, practical skills and a proactive approach to managing large-scale gatherings effectively.



TRAINING IMPACT ANALYSIS

The three-day training program on Crowd Management, organized by DDMA Kangra in collaboration with NIDM, provided a structured approach to understanding and implementing effective crowd control measures. The training significantly enhanced the preparedness and response capacity of participants by equipping them with essential knowledge and practical strategies for managing large congregations.

A key highlight of the program was the field visit to the Himachal Pradesh Cricket Association (HPCA) Stadium in Dharamshala, which served as a real-world case study for crowd management in high-capacity venues. Given its status as one of the most renowned cricket stadiums in the country, the HPCA Stadium frequently hosts large-scale sporting events and mass public gatherings, making it imperative to assess its hazards, vulnerabilities, and capacities (HVRC).





TRAINING IMPACT ANALYSIS



During the visit, various critical aspects were analyzed, including:

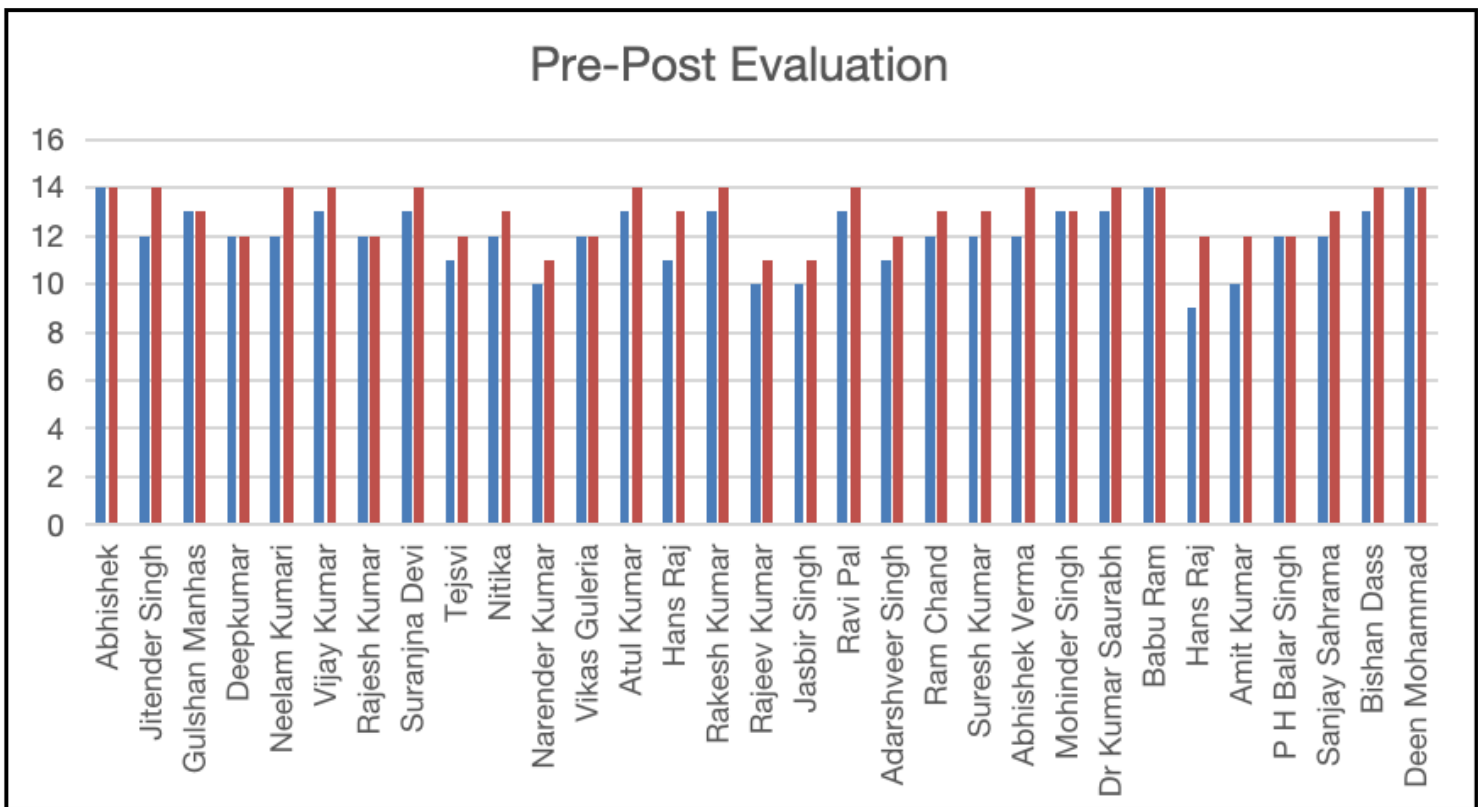
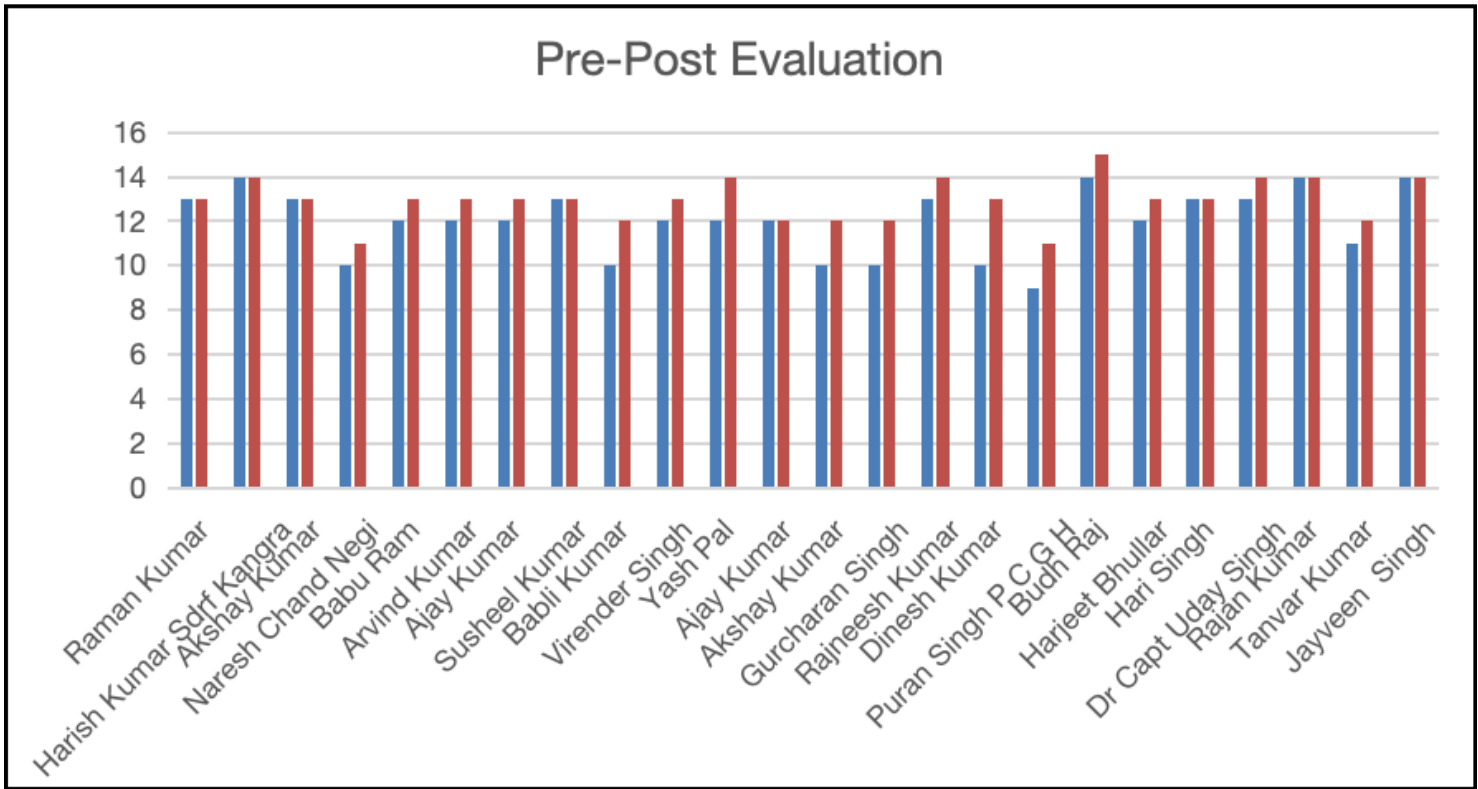
- Entry and exit routes for crowd regulation and emergency evacuation.
- Security and surveillance mechanisms to prevent and mitigate risks.
- Seating arrangements and barricading measures for controlled movement.
- Availability of emergency facilities, including medical response units and fire safety measures.
- Potential risks associated with overcrowding and emergency scenarios like stampedes, fire hazards, or structural vulnerabilities.

The insights gathered during this visit will contribute to enhancing planning frameworks and the Incident Response System (IRS) for stadium authorities. By integrating the key learnings from this training, stakeholders will be better equipped to implement risk-informed crowd management strategies, ensuring the safety and security of visitors, players, and staff during high-footfall events.

This training program has laid a strong foundation for strengthening crowd management protocols, fostering a collaborative approach among first responders, law enforcement and event organizers, ultimately leading to safer and more efficient public event management in the region.

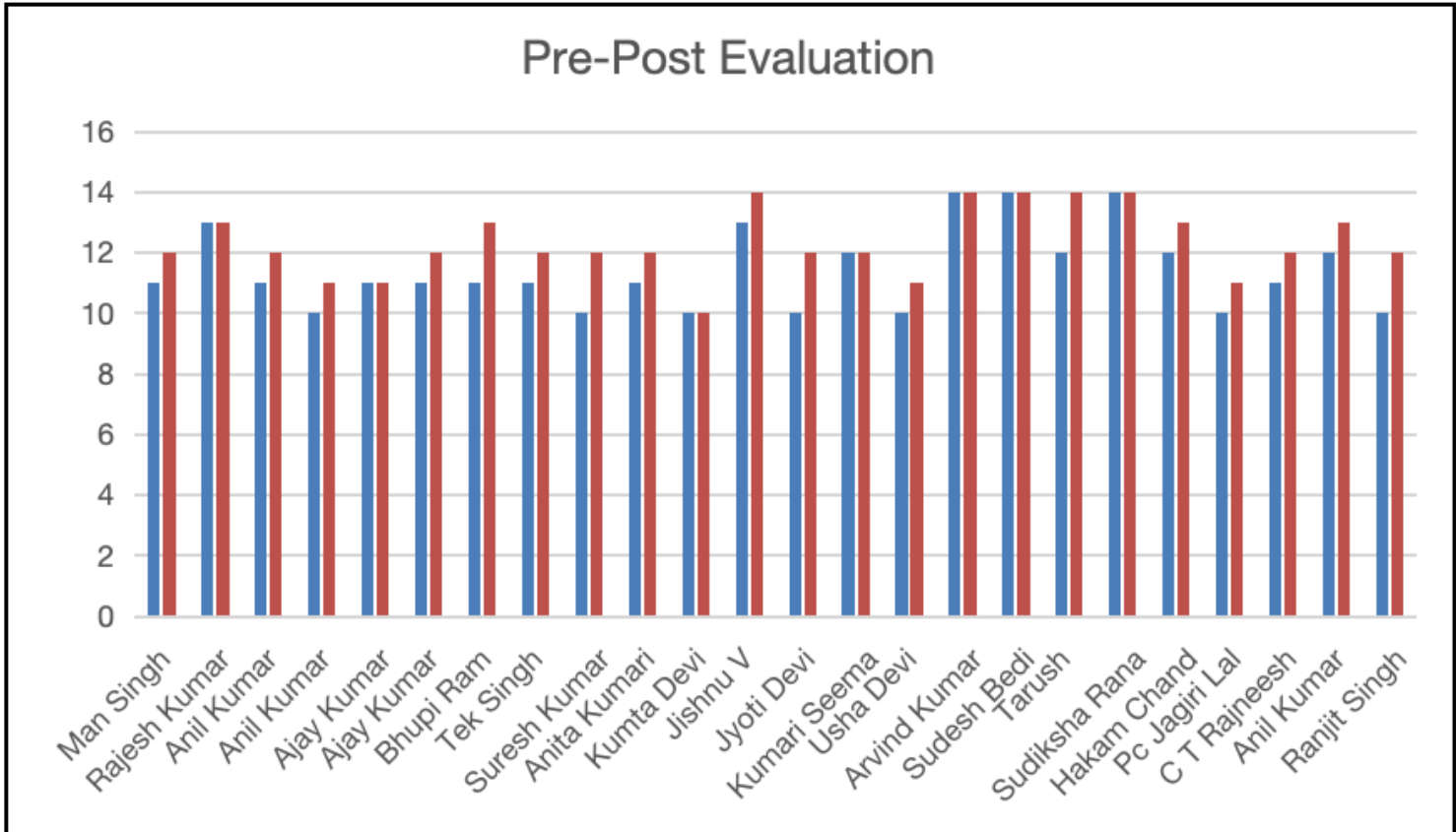


PRE-POST EVALUATION ASSESSMENT





PRE-POST EVALUATION ASSESSMENT





LIST OF PARTICIPANTS

Sl. No.	Name:	Email	Designation	Mobile	Gender	Type of Organization	Occupation Group	CPC Pay Matrix Level	Name and Address of the Organisation	District	State
1	Raman Kumar	ramankbhatt@gmail.com	Constable	9736695274	Male	Govt	Others	6	HP SDRF Northern Range KANGRA Camp at 2nd irbn sakoh	Kangra	Himachal Pradesh
2	Harish Kumar sdrf kangra	iv82512@gmail.com	Constable	9317164303	Male	Govt	Others	Level 6 and below	Sdrf kangra	Kangra	Himachal Pradesh
3	Akshay kumar	akshaychamba1994@gmail.com	Constable	9857423590	Male	Govt	Group B	Level 6 and below	HPSDRF KANGRA	Kangra	Himachal Pradesh
5	Babu Ram	baburam.cba@gmail.com	Head Constable		Male	Govt	Others	Level 6 and below	Police Line Chamba	Chamba	Himachal Pradesh
6	Arvind Kumar	arvik0717@gmail.com	Constable	8626868890	Male	Govt	Group B	Level 6 and below	HPSDRF NR Kangra	Kangra	Himachal Pradesh
7	Ajay Kumar	ajayangad801@gmail.com	Head Constable	9805625945	Male	Govt	Others	Level 6 and below	HPSDRF. Kangra	Kangra	Himachal Pradesh
8	Susheel kumar	susheeldhiman1982@gmail.com	ASI	9418634195	Male	Govt	Others	Level 6 and below	Secretary, H.P Board of Education-Dharamshala	Kanara	Himachal Pradesh
13	Akshay Kumar	thakurakay571@gmail.com	Work supervisor temple chintpurni	8628857571	Male	Govt	Others	Level 6 and below	Temple trust mata Shri chintpurni ji teh. Una Amb distt. Unahp	Una	Himachal Pradesh
14	Gurcharan Singh Temple mata Shri chintpurni	dkbarotia@gmail.com	Clerk	9805313172	Male	Govt	Others	Level 6 and below	Temple Trust Mata Shri Chintpurni	Una	Himachal Pradesh
15	Rajnessh Kumar	rajneeshjaryal7@gmail.com	Constable	8091101059	Male	Govt	Others	Level 6 and below	SDRF NR KANGRA	Kangra	Himachal Pradesh
17	Puran singh p c G H 12 B n una	sp2779154@gmail.com	PC	8351954019	Male	Govt	Others	Level 6 and below	12BN Una	Una	Himachal Pradesh
18	Budh Raj	raibairyan@gmail.com	Senior Platoon Commander	8219503523	Male	Govt	Others	Level 6 and below	Himachal Home Guard's 1st Bn kinnaur	Kinnaur	Himachal Pradesh
19	Harjeet Bhullar	educare.org.in@gmail.com	Convener, District IAG & Program Dir - EduCARE	9418575956	Male	Private	Others	Level 6 and below	EduCARE - EDMRC Kangra c/o Regional Institute for Safety, Health & Environment campus, Opposite Maple Leaf Hospital, Bajreshwari Temple - Mission Hill Road, Kangra (HP)	Kangra	Himachal Pradesh
20	Hari Singh	panku8988165654@gmail.com	Constable	9805394468	Male	Govt	Others	Level 6 and below	PI Chamba district Chamba	Chamba	Himachal Pradesh



LIST OF PARTICIPANTS

21	Dr Capt Uday Singh	uday0singh@gmail.com	Medical Officer	7018111852	Male	Govt	Group A	Level 6 and below	Health & Family Welfare Deptt(HP)	Kangra	Himachal Pradesh
22	Rajan Kumar	tcbsirmour15@gmail.com	Training and Capacity Building Coordinator	9459779314	Male	Govt	Group B	Level 7	DDMA, D.C. Office, Una (H.P)	Una	Himachal Pradesh
21	Tanvar kumar	tanvarkumar751@gmail.com	Constable	8894907060	Male	Govt	Group A	Level 6 and below	Hp sdr kangra	Kangra	Himachal Pradesh
21	Jayveen singh	Jayveensingh1976@gmail.com	Company commander	8894849053	Male	Govt	Others	below Level 6 and	Himachal Home Guards 1st bn kinnaur	Kinnaur	Himachal Pradesh
21	Abhishek	dhimanabhishek15@gmail.com	Constable	6230112628	Male	Govt	Others	below	SDRF KANGRA	Kangra	Himachal Pradesh
26	Jitender Singh	jitendert121@gmail.com	Assistant sub inspector	9418192700	Male	Govt	Group A	Level 9	HP Police	Kangra	Himachal Pradesh
27	Gulshan Manhas	gulshan.educare.in@gmail.com	Volunteer	9815861995	Male	Private	Others	Level 10	Educare Dharamshala, Kangra	Kangra	Himachal Pradesh
21	Deepkumar	deepkumardeepkumar@gmail.com	Pe	7876595826	Male	Govt	Others	Level 6 and below	Deepkumar s/o late shri prem chand vpo bari kalan TEH KHUNDIAN distt KANGRA Himachal pardesh	Kangra	Himachal Pradesh
29	Neelam Kumari	ranashiva456@gmail.com	Temple officer cum tehsildar	9418833013	Female	Govt	Group A	Level 11	Shaktipeeth shree Bajarejshwari temple trust kangra	kangra	Himachal Pradesh
30	Vijay kumar	vijayrehalia@gmail.com	Junior Engineer	9816539839	Male	Govt	Group A	Level 11	Sh.Bajreshwari Devi Temple Trust kangra(H.P)	Kangra	Himachal Pradesh
21	Rajesh Kumar	rajeshkumarminhas210@gmail.com	HC	9418677747	Male	Govt	Others	Level 6 and below	Police	Kangra	Himachal Pradesh
21	Suranjna evil	dhimant436@gmail.com	Company commander	94591 35942	Female	Govt	Others	Level 6 and below	Village badng PO Harnera teh Shahpur distt kangra	Kangra	Himachal Pradesh
21	Tejsvi	tejsvihpca@gmail.com	Ground staff h.p.c.a	9459838694	Male	Private	Group A	Level 6 and below	Himachal Pradesh cricket association	Kangra	Himachal Pradesh
34	Nitika	nitikanitika871@gmail.com	Volunteer	8219601046	Female	Private	Others	Level 10	Educare dharmashala, Kangra EDUCARE	Kangra	Himachal Pradesh
35	Narender Kumar	neerumandial8@gmail.com	Volunteer	8894073600	Male	Private	Others	Level 10	DHARAMSHALA, KANGRA	Kangra	Himachal Pradesh
36	Vikas Guleria	Vikasguleria58@gmail.com	ASI	8219752392	Male	Govt	Others	Level 7	Hp police	Kinnaur	Himachal Pradesh
21	Atul Kumar	atuljaryal1234@gmail.com	Project Manager	9736364915	Male	Private	Others	Level 6 and below	EDMRC Kangra	Kangra	Himachal Pradesh
21	Hans raj		Company commander	9816148620	Male	Private	Others	Level 6 and below	12bn Home Guard una	Una	Himachal Pradesh
39	Rakesh Kumar	rk6452737@gmail.com	Temple officer Shri Chamunda (N.T. Devi Revenue Department)	9805110884	Male	Govt	Group B	Level 11	Temple officer Shri Chamunda Devi Mandir	Kangra	Himachal Pradesh



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40	Rajeev Kumar	rk90094@gmail.com	Home guard 12bn Una	9318743042	Male	Govt	Group B	Level 14 and above Level 14	Rajeev Kumar	Una	Himachal Pradesh
41	Jasbir Singh	jasbirsingh27417@gima l.com	Company commander	9816127417	Male	Govt	Others	and above	12 bn Homeguard	Una	Himachal Pradesh
42	Ravi pal	ravipal 1973@gmail.com	Sub inspector	9418459721	Male	Govt	Group A	Level 6 and below	District una HP	Una	Himachal Pradesh
43	Adarshveer Singh	adarshveer87@gmail.co m	Director, CIEEL / EcoDeva	9878231626	Male	Private	Others	Level 11	Dharamshala	Kangra	Himachal Pradesh
44	Ram Chand	ram.dadial143@gmail.c om	Clerk	9857648719	Male	Private	Group B	Level 6 and below	HPCA Cricket stadium Dharamshala District Kangra Himachal Pradesh Pin.176215	Kangra	Himachal Pradesh
45	Suresh Kumar	Sureshdhiman466@gm ail.com	Junior engineer	9816884218	Male	Private	Group B	Level 6 and below	HPCA stadium Dharamshala	Kangra	Himachal Pradesh
46	Abhishek Verma	av1290957@gmail.com	Volunteer	7833954184	Male	Private	Others	Level 6 and below	EduCARE India, EDMRC Kangra	Kangra	Himachal Pradesh
47	Mohinder Singh	mohindersingh2285@g mail.com	HHG , Comapnay Commander	8894699478	Male	Govt	Group C	Level 7	Home Guard ,UNA	Una	Himachal Pradesh
48	Dr Kumar Saurabh	drsbh26@gmail.com	Medical officer	9459426000	Male	Govt	Group A	Level 12	Distrcit Civil Hospital, Kangra	Kangra	Himachal Pradesh
49	Babu Ram	baburam.cba@gmail.co m	Head Constable	8219057019	Male	Govt	Group C	Level 7	Police, Chambha	Chamba	Himachal Pradesh
50	Hans Raj	ddma-kan-hp@nic.in	Compnay comander, 12th Bn	98161-48620	Male	Govt	Group C	Level 6	12th Bn. Home Guard	Una	Himachal Pradesh
51	Amit Kumar	amitrana@gmail.com	Habladaar	9816150058	Male	Govt	Group C	Level 6	Home Guard	Una	Himachal Pradesh
52	P H Balar Singh	balvar329994@gmail.c om	Platoon	7018450936	Male	Govt	Group C	Level 6	Home Gurad office Kangra	Kangra	Himachal Pradesh
53	Sanjay Sahrama	sanjaymarch03@gmail. com	ASI	9418477852		Govt	Group B	Level 8	Himachal Police , Una	Una	Himachal Pradesh
54	Bishan Dass	vishandass579@gmail.c om	Chamunda temple Management	9505114724	Male	Govt	Group C	Level 6	Chamunda Temple Kangra	Kangra	Himachal Pradesh
55	Deen Mohammad	deenmohammad4697 @gmail.com	Constable SDRF	8844918315	Male	Govt	Group C	Level 6	SDRF Kangra	Kangra	Himachal Pradesh
56	Man Singh	mans37904@gmail.com	Company commander	9816830487	Male	Govt	Group C	Level 6	Home Gurad Chamba	Chamba	Himachal Pradesh
57	Rajesh Kumar	kumarrajesh47347@gm ail.com	Saction leader	9816071826	Male	Govt	Group C	Level 6	Home Guard, Kangra	Kamgra	Himachal Pradesh
58	Anil Kumar	anilartianuj12345@gma il.com	Platoon commander	7876778161	Male	Govt	Group C	Level 6	Home Guard, Kangra	Kangra	Himachal Pradesh



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59	Anil Kumar	ak66661972@gmail.com	Company Commander	8218794516	Male	Govt	Group C	Level 6	Home Guard, chamba	Chamba	Himachal Pradesh
60	Ajay Kumar	nikhil290kumar@gmail.com	Company Commander	7018745796	Male	Govt	Group C	Level 6	Home Guard, chamba	Chamba	Himachal Pradesh
61	Ajay Kumar	ajaykumar591130@gmail.com	Paltoon Havlder	7876602040	Male	Govt	Group C	Level 6	Home Guard, chamba	chamba	Himachal Pradesh
62	Bhupi Ram	bthakur609@gmail.com	ASI Himachal Pradesh Police	7018138661	Male	Govt	Group A	Level 8	Himachal Pradesh Police Kangra	Kangra	Himachal Pradesh
63	Tek Singh	teks59922@gmail.com	Company Cammander	8219426348	Male	Govt	Group A	Level 6	Home Guard Kangra	Kangra	Himachal Pradesh
64	Suresh Kumar	ss3391615@gmail.com	Company Cammander	8219356682	Male	Govt	Group C	Level 6	Home Guard		Himachal Pradesh
65	Anita Kumari	anitakumari39@gmail.com	Volunteer Aapda Mitra	9318641941	Female	Other	Other	Other	Aapda Mita	Kangra	Himachal Pradesh
66	Kumta Devi	kumtabhatt39@gmail.com	Volunteer Aapda Mitra	7807145220	Female	Other	Other	other	Aapda Mitra	Kangra	Himachal Pradesh
67	Jishnu v	jishnukprm@gmail.com	Volunteer	7559956587	Male	Other	Other	Others	Edu Care NGO	Kangra	Himachal Pradesh
68	Jyoti Devi	ashok1999050@gmail.com	Volunteer Aapda Mitra	8580532904	Female	Other	Other	Other	Aapda Mitra	Kangra	Himachal Pradesh
69	Kumari Seema	seemakumari65727@gmail.com	Volunteer Aapda Mitra	8580977931	Female	Other	Other	Other	Aapda Mitra	kangra	Himachal Pradesh
70	Usha Devi	Chauhannitika5@gmail.com	Volunteer Aapda Mitra	7650891077	Female	Other	Other	Other	Aapda Mitra	Kangra	Himachal Pradesh
71	Arvind Kumar	kumararvind20996@gmail.com	Coy. Commander	9816512009	Male	Govt	Group C	Level 6	Home Guard, Kinnour	Kinnour	Himachal Pradesh
72	Sudesh Bedi	sudeshbed0@gmail.com	DM Consultant	9882060412	Other	Other	Other	Other	Kangra	Kangra	Himachal Pradesh
73	Tarush	tarushjamwall1@gmail.com	DM Instructor	7807770700	Other	Other	Other	Other	Kangra	Kangra	Himachal Pradesh
74	Sudiksha Rana	sudiksha3035@gmail.com	Public Helath Professional	8727086094	Female	Other	Other	Other	Kangra	Kangra	Himachal Pradesh
75	Hakam Chand	ddma-kan-hp@nic.in	Constable	9418248576	Male	Govt	Other	Other	Kangra Police	Kangra	Himachal Pradesh
76	PC Jagiri Lal	Jagiri Lal 907@gmail.com	Home Guard 12 Bn.	9882080857	Male	Govt	Group C	Level 6	Home Gurad 12 Bn , Una	Una	Himachal Pradesh
77	Anil Kumar	anlbhatia89@gmail.com	Naib Tehsildar	9805944712	Male	Govt	Group B	Level 8	Revenue Office , Kangra	Kangra	Himachal Pradesh
78	Manoj Singh	Manoj11158@gmail.com	Sub inspector	8278863972	Male	Govt	Group B	Level 8	Himachal Police Chamba	Chamba	Himachal Pradesh
79	Ranjit Singh	ranjitsingh889412098@gmail.com	Home Guard	7018080332	Male	Govt	Group C	Level 6	Home Gurad , Una	Una	Himachal Pradesh