

“Crowd Management: Issues and Challenges”

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ABSTRACT

Crowd Disasters are reoccurring phenomenon in India. Such incidents highlight the need for effective crowd management in the country. It is necessary to build a systematic approach to find the gap and improve the crowd management capacity. The paper include a detailed institutional structure needs to establish including anticipating contingencies, effective monitoring and preventive measures.

Keywords: Crowd Management, Crowd Management Plan, Disaster Management, Crowd

1. Introduction

India is very familiar to large gatherings or crowded places. Many festivals and occasions like Durga Pooja, Chath Pooja, Kumbh Mela, Ramjan, Rath Yatra and Hats and rallies attract many people and devotees. Such events several times attracts huge crowd which creates chaos and leads to a mishap. As per national Crime Record Bureau a total no. of 3216 in incidents of stampede have taken place in India between 2001 and 2014.

2. Need of Crowd Management:

More of the crowd related disasters are related to religious festivals. Such incidence usually occur in common events like musical concerts, exhibitions, firework display, sporting events and places like malls, cinema theatres, market places, etc. So it becomes necessary to set up procedure to manage the crowd considering the safety and security of lives, property and rights of all people and to maintain the law.

3. Planning and Preparedness for Crowd Management

Most of the crowd disasters are manmade and can be prevented and control by adequate planning and preparedness. The main cause for crowd disasters during mass gathering events in India has been identified as "lack of Planning and preparedness". The planning process should include understanding the visitors, stakeholders, risk analysis, safety and security measures, facilities and emergency planning, transport and traffic management.

4. Crowd management in Haryana

In last few years Haryana has faced natural and man-made disasters. In 1995 on December 23 Haryana has also faced crowd disaster named “Dabwali Fire Tragedy”. DAV Public School Dabwali was holding the Annual Prize Distribution function. In the event, around 1500 persons including men, women and children were present. The sitting arrangement was made in the pandal comprises steel super structure of GI sheet on the top and partially covered on the three sides by curtains with a false ceiling supported with bamboo sticks. The pandal caught fire due to a short circuit in an electric generator which caused blockage in main entrance gate and stamped happened. Total 446 persons, mostly children and women, died and more than nearly 200 persons suffered burn injuries.

Since last many years government of Haryana has initiated many initiated related to disaster management. To prevent such accidents of Haryana has prepared list of mass gathering events and places which are as under:

Table 4.1. Name of festivals/functions in the district where mass gathering and crowd disaster can occur

Month	District Name	Events indicating name of festivals/functions in the district where mass public gathering or Occurs
January	All districts	Republic day Celebrations
	Jind	Mela in Pindara, Hatti and Ramrai Villages, Religiou Festival
	Yamunanagar	Rooja Peer Mela at Sadhaura
	Sirsa	Makar Sakranti at Gurudawara Sahib at Village

		Chormar and Tilokewala, Mela at Dera Baba Bhumanshah at Village Zhordnali
	Palwal	Satti Mela, Hodal City
	Bhiwani	Mela in the memory of Baba kamal Giri Ji, Village Bawani Khera
	Rohtak	Guru Gobind Singh Jayanti, Gurudwara Bangla Sahib
	Jhajjar	Cattle Fair at Dujana, Jahajgarh and Balour Road, Bahadurgarh
	Mahendergarh	Jairamdas ka Mela at Village Pali, Tehsil Mahendergarh Hanuman Ji ka Mela at Village Bihali Tehsil Ateli
February	Jind	Mela in Pindara, Hatti and Ramrai Villages, Religious Festival
	Sirsa	Melat in villages Kagdana, Ding , Ali Muhamad, Narayankhera, Ludesar, Kumahariya
	Palwal	Udas Nath Mela, Village Alawalpu.
	Rohtak	Mahashivratri, Madak Dham Kiloj & Vaish College Ground, Rohtak
	Faridabad	Khadi Gram Udyog Mela at HUDA Ground, Sector 16 Faridabad and Surajkund Craft Mela at Surajkund,
	Jhajjar	Baba Parshadgiri Mela and Baba Gosai Mela at Gawalison
March	Hisar	Kisan Mela at CCS HAU, Hisar
	Gurugram	Chaitra Mela at Sheetla Mata Mandir, Gurugram
	Jind	Mela in Pindara, Hatti and Ramrai Villages
	Fatehabad	Mela at Dhingsra
	Palwal	Horanga (Rangeeli Holi), Village Banchari.
	Rohtak	Holla Mohalla, Gurudawara Village Lakhan Majra
	Jhajjar	Baba Garibdas Mela at Chudani
	Kurukshetra	Chaitra Chaudas Mela at Pehowa,
Bhiwani	Mela in the memory of baba Jagannath Ji, Village Jattu Luhari	
April	Hisar	Mela at Village Bhanbhori, Tehsil Barwala, District Hisar
	Hisar	Kajla Dham at Village Kajla District Hisar.
	Jind	Mela in Pindara, Hatti and Ramrai Villages, Religious Festival
	Panchkula	Navratara Celebration in Kalka Devi Mandir, kalka and Mansa Devi Mandir Panchkula
	Panipat	Chaitra Navratra Fair Devi Mandir
	Ambala	Baishakhi Mela, Panjhokhara Sahib, Manji Sahib
	Bhiwani	Mela at Bhoja Wali Devi Mandir, Naya Bazar, Devsar wali Mata, Village Devsar, Pahri Mata Mandir , Village Pahri (Loharu), Mela in the memory of Baba Mungipa Ji, Village Tosham,
	Mahendergarh	Shitla Mata Mela at Village Nuni Shekhupura,
Sonipat	Devi Mela during Navratra at Village Chittana	
May	Jind	Mela in Pindara, Hatti and Ramrai Villages, Religious Festival
	Panipat	Mushaira, Kalender chowk
	Mahendergarh	Baba Satinath ka Mela, Village Chindaliya, Tehsil Narnaul
June	Jind	Mela in Pindara, Hatti and Ramrai Villages,
	Panipat	Circus Fair , 25 Sector HUDA, Panipat
	Sonipat	Eid-Milan at Eid-Gah, Sonipat

July	Gurugram	Kawar Movement at NH-8
	Jind	Mela in Pindara, Hatti and Ramrai Villages, Religious Festival
	Bhiwani	Mela in the memory of Baba Param hans Ji, Village Tingrana,
August	All districts	Celebration of Independence day
	Jind	Mela in Pindara, Hatti and Ramrai Villages, Religious Festival
	Palwal	Teej (Wrestling Mela) and Janamashtmi Mela,
	Kurukshetra	Somavati Amavasya at Sannihit sarovar and Brahm Sarovar
	Mahendergarh (Narnaul)	Raksha Bandhan Mela at Modawala Mandir, Jhethu Baba ka Mela at Village Nasibpur
September	Hisar	Agroha Dham District Hisar
	Hisar	Kisan Mela at CCS HAU, Hisar
	Mewat	Haryana Veer avm Shaheed Diwas.
	Jind	Mela in Pindara, Hatti and Ramrai Villages, Religious Festival
	Panipat	Navratra, Devi Mandir
	Ambala	Bavan Dwasi Mela, Norang Ray,
	Mahendergarh	Baba Keshariya Mela, Village Mandola (Jerpur)
October	Hisar	Mela at Village Bhanbhoori, Tehsil Barwala, Kajla Dham at Village Kajla, Kirshi Darshan Export at Tractor Training Centre, Hisar
	All districts	Dusshera mela
	Gurugram	National Day Celebration Function at Tau Devi Lal Stadium
	Jind	Mela in Pindara, Hatti and Ramrai Villages, Religious Festival
	Panchkula	Navratara Celebration in Kalka Devi Mandir, Kalka and Mansa Devi Mandir Panchkula
	Ambala	Bavan Dwasi Mela, Naraingarh
	Bhiwani	Navratra Pooja at Bhoja Wali Devi Mandir, Naya Bazar,
	Sonipat	Devi Mela during Navratra at Village Chittana
November	Gurugram	Chatt Pooja
	Jind	Mela in Pindara, Hatti and Ramrai Villages, Religious Festival
	Yamunanagar	Chath Puja at Badi majri Ghat, Yamunanagar, Kapalmochan Mela at Bilaspur, Babaladana fair at village babaladana
	Fatehabad	Mela at Dhingsra
	Palwal	Gudri ka Mela, Hathin and Swami Ka mela,
	Ambala	Guru Nanak Dev Jayanti Panjhokhara Sahib, manji Sahib Gurudawara, Baadhahi Baag
	Faridabad	Baldev Chhath Mela at Dussehra Ground, Ballabgarh, Faridabad and upon the request request of concerned participant
	Sonipat	Baba Jinda at Village Moi Majri, and Satkhumba Teerth at Village kheri Gijjar Ganaur
December	Jind	Mela in Pindara, Hatti and Ramrai Villages,
	All districts	Celebration of Geeta Jayanti

5. Crowd Management Plan

It always proves that "Precaution is always better than cure". Therefore to make the people aware about crowd management the National Disaster Management has issued a guideline on "Managing Crowd at Events and Venues of Mass Gathering" in 2014 which provides adequate information regarding crowd management. Roles and responsibilities of all the stakeholders have also been defined in the guideline. So considering the risk of safety and security of the people a crowd management plan can be prepared including the following aspects:

5.1. License/Registration/Approval and permission:

The event should be organized as per the local by laws. Approval from License/statutory agency should be mandatory for stage organizers/venue owner/ suppliers to organize the event. The approving authority/organization may cross check the information provided by the organizer.

5.2. Hazard and Risk and Vulnerability Assessment (HRVA)

Hazard risk and vulnerability analysis at the event/venue provide a base for preparing for all the phases of disaster management. Following points can be included in the HRVA.

- 5.2.1. Location/Place of the event
- 5.2.2. History of the event/venue
- 5.2.3. Duration of the event
- 5.2.4. Expected visitors
- 5.2.5. Contact details of event organizer/planner/owner of venue
- 5.2.6. Entry and exit points of the event/venue, emergency exit points
- 5.2.7. Holding areas, evacuation route
- 5.2.8. Parking lots
- 5.2.9. Shopping areas

5.3. Safety and security :

As per the HRVA the safety/security of the event/venue may be evaluated including following points:

- 5.3.1. Signages (information service provided)
- 5.3.2. Availability of public addressing system
- 5.3.3. Entry and exit arrangements
- 5.3.4. Fire precaution
- 5.3.5. Electrical installation
- 5.3.6. Traffic control
- 5.3.7. Emergency power arrangement
- 5.3.8. Location of food vendors using gas cylinders
- 5.3.9. Screening and credential checks for suspicious persons
- 5.3.10. Unattended packages

5.4. Preparedness & Capacity Building:

Local authority should conduct a preparedness meeting including all the stakeholders like police, health, fire home guard, transport and food and supplies to discuss all the arrangements and to describe roles and responsibility of each stakeholder. Following may be included in the capacity building activities:

- 5.4.1. Access points,
- 5.4.2. Accessibility of staff, volunteers, police, helpline
- 5.4.3. Safety and security amongst visitors
- 5.4.4. Special arrangement for children, ladies and people with special needs
- 5.4.5. Arrangement for Lost and found
- 5.4.6. Parking areas
- 5.4.7. Arrangements for health and hygiene at the event/venue.
- 5.4.8. A checklist of food vendors, location of drinking water facilities, toilets (location, numbers for male female, cleaning schedule), can be prepared.

5.5. Response Plan

Response plan should follow a step wise process for its development Following are the major component of the response plan:

5.5.1. Incident Response Plan

The concept of "Incident Response System" in overall management of event has been found to be an effective & efficient management System. all the stakeholders should perform their role and responsibility as per the response plan.

5.5.2. Roles and Responsibilities of the Stakeholders: Roles and responsibilities of all the stakeholders like Police, Health, PWD, Forest, Fire Services, Home Guard and Civil Defense, Red Cross, Public Health and Engineering may be defined clearly.

5.5.3. Procedure for the Activation of Plans: Incident Response as and when required the Incident Response Plan may be activated to manage the incidence. The incident will state the urgency and requirement of the plan.

5.5.4. Emergency Operation Centers: emergency operation centre may be established at a central location so that immediate action can be performed. It should be established under the local administration with representatives from the line departments.

5.5.5. Media Management: Media should needs to act responsibly at the place of mass gathering. Media should spread the information of Do's and Don'ts. During the event it is necessary to have cooperation the media and the governmental and non governmental agencies.

6. Conclusion:

Crowd management is important to build a participatory approach with the active involvement of various stakeholders, local representatives, and the community to ensure smooth conduct of events of mass gathering. Crowd management can vary as per the location, type, and situation. Preparing crowd management plan should be an exercise which includes the issues, challenges, venues and event of mass gathering. The plan should focus on religious place with the help of the local authorities and stakeholders.

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