



BACKGROUNDEERS
Press Information Bureau
Government of India

The New Yatri Suvidha Kendra: Comfort, Connectivity, Convenience!

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This festive season, New Delhi Railway Station is greeting travellers with a new look and renewed efficiency. Polished floors, digital signboards, clean washrooms, and automatic ticket vending machines have replaced the long queues once familiar to passengers. With upgraded facilities, including online ticket vending machines and passenger-friendly helpdesks, the new add-on section at New Delhi Railway Station is prepared to handle both reserved and unreserved travellers with ease.



This is the new scene at the newly constructed 6,000-sq-meter **Yatri Suvidha Kendra**, inaugurated on 11 October 2025, located **alongside the New Delhi Railway Station**. This permanent holding area, designed to accommodate nearly **7,000 passengers at a time**, plays a crucial role in managing the rush during India's busiest festive season. It offers pre-boarding comfort and efficient crowd management, ensuring a smooth travel experience **for all passengers**.

Yatri Suvidha Kendra has three zones - Pre-ticketing (2,860 sqm), Ticketing (1,150 sqm), and Departure (1,218 sqm). There are benches for passengers as they wait for their trains, and none of them have reserved seats or berths. **Bonus point:** Waiting at Yatri Suvidha Kendra is absolutely free of cost!

Inside the New Facility:

The ticketing zone houses **22 modern counters and 25 Automatic Ticket Vending Machines (ATVMs)**, reducing queues and wait times. For comfort, the area provides **seating for about 200 passengers**, supported by **18 High-Volume Low-Speed (HVLS) fans** that maintain efficient airflow.

Passenger welfare has been prioritised through **clean and spacious sanitation facilities** built over **652 sq m**, alongside an **RO-based drinking water system**. For communication and guidance, the Kendra is equipped with a **public announcement system featuring 24 speakers**, and **three LED information displays** providing real-time train updates. Safety infrastructure includes **fire-fighting units, CCTV coverage, luggage scanners, and metal detectors**, ensuring both security and confidence for travellers.

Quick, Clean and Convenient Travel

The need for this facility is clearly evident among travellers using the permanent holding area.

“I got a ticket from Delhi to Bareilly in just four minutes! Had it been any other year, waiting in the queue would have taken nearly two hours. Even today, I came early, but now I’ll wait here in this area - it’s nice, clean, not smelly, and has fans. I can even sleep here comfortably. I hope I don’t miss my train,” says **Aman Kashyap**, a 20-year-old student from Bareilly, currently residing in Delhi.



Aman Kashyap (R) with his friend



Dyal Kaur

55-year-old Dyal Kaur, travelling to Rampur, looked pleasantly surprised after purchasing her ticket in just two minutes from an **Automatic Ticket Vending Machine (ATVM)**. “It’s so easy, and the staff are helpful,” she said.

Safety and Security for All



“We’ve been at the Suvidha Kendra since last evening,” says **Nirmala Devi**, who travelled from Gorakhpur with her husband. “He had some bank work here, and we live at the Badarpur Border. This place feels safe and secure, and all our belongings are with us, and even the washrooms are clean. Hundreds of passengers like Nirmala and Aman can be seen sitting or resting at the **Yatri Suvidha Kendra**, yet the space remains orderly, with no obstruction to movement.

24-year-old Sameena Khan from Patna sits quietly, waiting for her train to West Bengal. With a waiting time of over 36 hours, she chose to stay near the station, not just because accommodation in the city is expensive, but because the area feels safe and provides all basic amenities and safety.



A Step Toward Seamless Travel

The Yatri Suvidha Kendra reflects the growing focus on comfort, accessibility, and safety within India’s busiest railway hub. With modern infrastructure and improved crowd-handling design, the facility not only enhances the travel experience but also sets a new benchmark for passenger-centric amenities across Indian Railways.



References

<https://www.pib.gov.in/PressReleaseDetailm.aspx?PRID=2177759>

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