

## FAQs

1.0 How many types of tickets are available in Delhi Metro?

**Ans.** There are three types of tickets are available in Delhi Metro:

- a) Single Journey Token (Blue, Black & Red)
- b) Smart Card
- c) Tourist Card

2.0 Is there any concession for students/senior citizens/handicapped etc?

**Ans.** No, but by using Smart Cards, a passenger can avail a discount of 10% on every journey.

### **3.0 Single journey Tokens (Blue, Black & Red)**

3.1 What is a token?

**Ans.** A token is a valid ticket used for single journey travel.

3.2 From where can I purchase ticket/token for travelling in Metro trains?

**Ans.** Ticket/tokens are available across all ticket/TOM window of Delhi metro.

3.3 Is there any time limit within which I should enter the Metro station after purchasing the token? If so, what is that? And what if I cross this time limit?

**Ans.** The token is valid from time of purchase to last Revenue service of that station. However, it will be refundable from Customer Care Center of the same station within 60 minutes of purchase.

3.4 Is there any time limit within which I should exit from the destination station after entering from any station? If so, what is that and what if I cross this time limit?

**Ans.** Yes , the travel time limit is 170 Minutes for single journey. After expiry of travel time limit a penalty @ Rs 10/ per hour subject to maximum of Rs 50/- will be charged.

3.5 Can I exit from the same station where I have entered? Can I get the refund of tokens?

**Ans.** Yes, but by dropping token into exit gate slot within 20 minutes after entry. After expiry of travel time limit a penalty @ Rs 10/ per hour subject to maximum of Rs 50/- will be charged. No amount will be refunded to passenger for partially used tokens.

3.6 Can I get return journey ticket/token also?

**Ans.** No.

3.7 Can I enter from any station other then the station from where I purchased the token/ticket?

**Ans.** No token holder can make entry from same station only whereas smart card holder can make entry from any station.

3.8 How is fare calculated between two stations?

**Ans.** Fare is fixed on the basis of distance between stations.

3.9 Can I get refund of my ticket/token?

**Ans.** An unused token is refundable at full amount from token purchase station only, within 60 minutes of purchase of token. Partially used tokens can be refunded in exceptional cases, like disruption in service, unusual delay in train running due to incident/accident.

3.10 Can I get refund of balance fare if I get down at a station before the destination station for which I have purchased the token/ticket?

**Ans.** No refund of balance fare.

3.11 Can I extend my journey beyond the original destination?

**Ans.** Yes, but with payment of difference in fare at final destination station at Customer Care Centre.

3.12 What should I do if I lose my token?

**Ans.** You should approach Customer Care Centre at your destination station. You will be charged for Rs 80/- for the loss of token.

3.13 What should I do if the token is not accepted by the entry gates at the originating station?

**Ans..** Contact Customer Care Centre with your token.

3.14 What should I do if the token has been accepted by the entry gates at the originating station but entry gate (flaps) does not open?

**Ans..** Contact Customer Care Centre, the operator will assist you.

3.15 What should I do if my token is not accepted by the slot at exit gates at the destination station?

**Ans..** Contact Customer Care Centre with your token.

3.16 What should I do if my token has been accepted by the exit gate at the destination station but exit gate (flaps) does not open?

**Ans.** Contact Customer Care Centre, the operator will assist you.

#### **4.0 Smart Card**

4.1 What is a smart card? What are the advantages of smart card?

**Ans.** A Smart Card is special type of ticket used for multiple journeys based on value available on it. Use Smart Card to save time from daily purchase of token, standing in Queue to purchase tokens, avail 10% discount on every journey, provides freedom of choice of origination and destination station.

4.2 How can I purchase a smart card?

**Ans.** Smart Cards can be purchased from Customer Care centre of any Station.

- 4.3 Do I need to submit any document/proof to get a smart card?  
**Ans.** No document/proof is required.
- 4.4 Can I purchase smart card for my family, friends or any other person known to me? Can I use that card?  
**Ans.** Yes, it is not a personalize card, therefore Smart Card can be used by any of your family member or friend.
- 4.5 How many people can travel on a single Smart Card?  
**Ans.** Only one person is authorised to travel on one smart card.
- 4.6 What is the validity of smart card? When it will expire?  
**Ans.** A Smart Card is valid for one year from last date of recharge.
- 4.7 How much concession is offered on the use of smart card?  
**Ans.** A discount of 10% on every journey is available.
- 4.8 How much is the security deposit and minimum add value for smart cards?  
**Ans.** A Smart Card can be purchased at a Security Deposit (refundable\*) of Rs 50/- and a value of Rs 50/-i.e. a Smart Card can be purchased at a minimum cost of Rs 100/-.
- 4.9 What is the procedure to recharge a Smart Card?  
**Ans.** After purchase of a Smart Card, it can be recharged at a minimum value of Rs 100/- subsequent in multiple of Rs 50/- i.e. Rs 100/-, 150/-, 200/-, 250/- etc..
- 4.10 Is there any maximum store value limit in a Smart Card?  
**Ans.** Yes, the maximum permissible store value limit on a Smart Cards is Rs 1000/-.
- 4.11 How can I check the available balance in my smart card?  
**Ans.** The balance available on a Smart Card can be checked at Ticket Reader available on all Customer Care Centres on a Station.
- 4.12 What is the minimum balance on Smart Card is required to travel?  
**Ans.** A minimum balance equivalent to minimum fare (presently Rs 8/-) is required to enter in station for travelling purpose. The passenger can travel up to his desired destination. The difference in value will be recorded in his card which will be automatically adjusted upon next recharge or in security deposit during refund.
- 4.13 What precautions are to be taken during use of Smart Card?  
**Ans.** While entries wait for your turn, then exhibit your card at entry gate sensor and enter when flaps are open. At destination, while exit wait for your turn, show your card over exit gate sensor and exit when flaps are open. Every valid entry is to be followed by valid exit. In case of entry/exit mismatch, penalty/surcharge equivalent to highest value transaction among the last five journeys performed will be charged.

4.14 Is there any time limit within which I should exit from the destination station after entering from any station? If so, what is that and what if I cross this time limit?

**Ans.** Yes, the travel time limit is 170 Minutes for a journey. However, the time limit for entry and exit from same station is 20 minutes only. After expiry of travel time limit a penalty @ Rs 10/ per hour subject to maximum of Rs 50/- will be charged.

4.15 How can I get refund of available balance in my smart card?

**Ans.** The balance amount available on Smart Card is refundable from Customer Care Centre of any station.

4.16 Is security deposit refundable?

**Ans.** Yes, security deposit is refundable if the card is not physically damaged or the Smart Card is working properly.

4.17 Can I use the smart card to make entry and exit at the same station?

**Ans.** Yes, but a fare of Rs 16/- will be deducted from Smart Card.

4.18 Can I get refund of the balance amount in Smart card from any station or do I need to approach the same station from which I have originally purchased my smart card?

**Ans.** Yes, the balance amount in Smart card can be obtained from any station. However, during refund processing charges of Rs 5/- will be deducted from refundable value.

4.19 My card is not working and I deposited my card with Customer Care executive. He told me that the refund will be available after few days. What can be the reason and what should I do in such case?

**Ans.** It is possible that the chip of Smart Card becomes unreadable in system. In such cases the refund of the balance amount can be collected after four working days from the same station where it was deposited. It is needed to give all details in prescribed format available at Customer Care Centre.

4.20 The customer care executive refunded my balance amount but refused to refund the security deposit. What can be the reason?

**Ans.** It is possible that the chip of the Smart Card has become unreadable on account of physical damage to it.

4.21 When I swapped my card at exit/entry gate, the flap did not open. What should I do?

**Ans.** Contact Customer Care Centre, he/she will assist in resolving problem.

4.22 Why my Smart Card is not working?

**Ans.** Smart Card has an electronic chip inside it. When chip is damaged or defective, the card will not work.

4.23 I have lost my smart card. Can I block its usage and get refund of my balance amount?

**Ans. No.**

## **5.0 Tourist Cards**

5.1 What is a tourist card?

**Ans.** Tourist Cards are the cards featured with unlimited rides for a limited valid time.

5.2 How many types of tourist cards are offered?

**Ans.** The Tourist Cards are available in two different validity periods i.e. One Day Validity Tourist Cards and Three Day Validity Tourist Cards.

5.3 How can I get a tourist card?

**Ans.** A Tourist Card can be purchased from Customer Care Centre of any Station. One day validity tourist cards can be purchased for Rs 150/- and three day validity tourist can be purchased at Rs 300/- out of which security deposit of Rs 50/- is refundable.

5.4 How much is the security deposit for tourist cards?

**Ans.** Rs 50/-only.

5.5 How many journeys per day are allowed by a tourist card?

**Ans.** Unlimited rides for day of purchase on One day validity tourist cards and unlimited rides for three days on three day validity tourist cards.

5.6 Is there any time limit for exiting from the metro station after entering at any station?

**Ans. No.**

5.7 Is there any additional concession offered on tourist cards?

**Ans..** Yes, there will be no charges for excess in travel time.

5.8 Can I get refund of tourist card if I don't use it?

**Ans..** Irrespective of use, only security deposit (Rs 50/-) amount will be refundable.

## **6.0 Group booking**

6.1 How many passengers can be booked in group booking?

**Ans.** There is no limit of maximum number of passengers. But minimum number is 20.

6.2 From where group booking can be done?

**Ans.** Contact Customer Care Centre of any of the metro station.

6.3 Do I need any document/proof for group booking?

**Ans..** No document/proof is required.

6.4 Can I cancel the group booking and get the refund?

**Ans..** Yes but with approval of competent authority at Metro Station.

6.5 Can I do group booking for return journey also from the originating station?

**Ans..** No.

- 6.6 Is separate accommodation offered in trains for passengers in case of group booking?  
**Ans.** No.
- 6.7 Is there any time limit for exiting from the metro station after entering at any station?  
**Ans.** Yes. The Time Limit is 180 Minutes after entry. Upon elapse of the permissible time a penalty @ Rs 10/ per hour per person will be charged.
- 7.0 How can I get wheel chair at a Metro station?  
**Ans.** While entering a station contact Customer Care Centre and ask for assistance. He/she will help you in getting wheel chair at entry and exit station or contact online customer care centre at phone number 155370.
- 8.0 What are key chain smart cards and from where we can purchase it?  
**Ans.** This is a small, good looking Smart Card attached with a key chain and can be purchased from Customer Care Centres of selected stations. Contact Customer Care Centre for assistance. It can be purchased at non-refundable activation charges of Rs 50/-.
- 9.0 What are features of Key Chain Smart Card?  
**Ans.**
1. Very small in size and require less space to carry.
  2. Easy to Carry.
  3. The card is attached with key chain which can hold keys i.e. you do not require to keep additional key chain for holding keys.
  4. Changes of losing this card become rare as your card may be intact with your important keys.
  5. This card is non refundable i.e. the balance amount on it can be used in travel only.
  6. In case the card is not working, the balance amount is refundable with deposition of Key Chain Smart Card.
- 10.0 What are criteria for ticket charges of a child?  
**Ans.** Children below 3 feet (90cms) height are allowed to travel free if accompanied by an adult. Children above 3 feet (90cms) will be charged normal fare.
- 11.0 How much weight is allowed with a person while travelling on Delhi Metro?  
**Ans.** Luggage up to a maximum weight of 15 Kg and dimensions of up to 60cm X 45cm X 25cm is permitted with a person.
- 12.0 What are different offences and penalties on Delhi Metro?

**Ans.**

| Offence  | Penalty  |
|--|--|
| Drunkenness or nuisance or spitting or sitting on the floor of the train or quarrelling  | Fine of Rs.200/- Forfeiture of pass, ticket and removal from carriage.                             |
| Taking offensive materials   | Fine of Rs.200/-   |
| (i) Demonstration of any kind upon railway   | (i) Exclusion from attending demonstration   |
| (ii) For writing, pasting in compartment or carriage etc.  | (ii) Removal from compartment, carriage etc.   |
| (iii) For refusal to be removed  | (iii) Fine of Rs.500/-   |
| Travelling on roof of train  | Fine of Rs.50/- and removal from train.  |
| Unlawful entry and walking on Metro track  | Fine of Rs.150/-   |
| Unlawful entry (to enter into the coach reserved for women)  | Fine of Rs.250/-   |
| Obstructing officials on duty  | Fine of Rs.500/-   |
| Travelling without ticket or pass  | Liable to pay excess charge of Rs 50/- and maximum fare of system (presently Rs. 50+Rs. 30=Rs.80). |
| Travelling beyond authorised distance  | Liable to pay difference in fare.  |
| Interfering with means of communication in train or misusing alarm   | Fine of Rs.500/-   |
| Defacing Metro Properties.   | Fine of Rs.200/-   |
| Unauthorised sale of articles on Metro railway   | Fine of Rs.400/-   |
| Unauthorised sale of ticket  | Fine of Rs.200/- and forfeiture of ticket  |
| Tail getting/Carrying away token.  | Fine of Rs.200/-   |
| In case the offenders do not pay the fine, they will be handed over to the police for producing them before the Metropolitan Magistrate. |  |

13.0 How do I know about last train timings to my destination station?

**Ans.** The last train timings towards all terminals are displayed on every Customer Care Centre of all Metro station. Kindly get assistance from there.

14.0 If I got pick-pocket, where to report the case?

**Ans.** The case of pick-pocket can be reported to Police Station located at Kashmere Gate, Rithala, Shastri Park, Rajouri Garden and Yamuna Bank Metro Station.

15.0 How to get assistance for a sick person while travelling in Metro Train?

**Ans..** Passenger Emergency Alarm (PEA) button are provided on every alternate door of Metro Train. By operation of PEA, the problem can be informed to Train Operator which in turn informs next station to provide medical assistance.

16.0 What is Passenger Emergency Alarm?

**Ans..** This is a communication system provided on train for communication between passenger and Train Operator in case of some emergencies.

17.0 What are penalties for misuse of PEA?

**Ans.** Fine of Rs.500/-.

18.0 I have a complaint/suggestion, where do I have to contact?

**Ans.** Contact Customer Care Centre and ask for complaint/suggestion book.

19.0 What are different colour codes of different Lines?

**Ans.** Line-1 – Red Line  
Line-2 – Yellow Line  
Line-3 & 4 – Blue Line  
Line-5 – Green Line  
Line-6 – Violet Line

20.0 Which are interchange stations?

**Ans.** Any station where more than one running line is available for interchange of passenger is called Interchange Station. Presently DMRC has five interchange stations as explained below;

| <b>Station Name</b> | <b>Interchange Line</b> | <b>Line Color Code</b>    |
|---------------------|-------------------------|---------------------------|
| Inderlok            | Line-1 and Line-5       | Red Line and Green Line   |
| Kashmere Gate       | Line -1 and Line-2      | Red Line and Yellow Line  |
| Rajiv Chowk         | Line-2 and Line-3       | Yellow Line and Blue Line |
| Central Sect.       | Line-2 and Line-6       | Yellow Line & Violet Line |

|                |                   |                          |
|----------------|-------------------|--------------------------|
| Yamuna Bank    | Line-3 and Line-4 | Blue Line                |
| Ashokpark Main | Line-5 and Line-5 | Green Line               |
| Kirti Nagar    | Line-3 and Line-5 | Blue Line and Green Line |

21.0 To whom I contact if any hazardous article/unusual occurrence is observed at a station?

**Ans.** Promptly inform to nearest Security personal, Metro employee or Delhi Police.

22.0 I have missed my luggage while travelling in Metro, how can I trace my luggage?

**Ans.** Seek assistance of metro official for missing article at any of the Metro Station.

23.0 Whether toilet facilities are available in train and station or not?

**Ans.** No toilet facility is available in Metro Train. However, toilet facilities are available at metro Stations.

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