



दिल्ली मेट्रो रेल कॉर्पोरेशन लिमिटेड  
Delhi Metro Rail Corporation Limited

# Commuters Guide to DELHI METRO



Delhi Metro Rail Corporation Limited

# Commuters Guide to Delhi Metro

## Commuters Guide For Delhi Metro (DMRC Ltd.)

### Introduction

For implementation and subsequent operation of Delhi MRTS, a company under the name DELHI METRO RAIL CORPORATION was registered on 03-05-95 under the Companies Act, 1956. DMRC has equal equity participation from GOI and GNCTD.

### About Delhi Metro

Presently, the Delhi Metro network consists of about 389 Km with 285 stations. The network has now crossed the boundaries of Delhi to reach NOIDA and Ghaziabad in Uttar Pradesh, Gurgaon, Faridabad, Bahadurgarh and Ballabhgarh in Haryana. With the opening of the Majlis Park to Shiv Vihar and Janakpuri West - Botanical Garden Sections, new age trains equipped with the Unattended Train Operation (UTO) technology have been introduced. This network also includes the NOIDA - Greater NOIDA Aqua Line. The Aqua Line has been constructed by DMRC on behalf of the NOIDA Metro Rail Corporation and is also being operated by DMRC currently. In addition, the 11.6 kilometre long Rapid Metro also connects with the Delhi Metro network at Sikanderpur station of Yellow Line. The Rapid Metro provides connectivity within the satellite city of Gurugram.

The Airport Express link between the Indira Gandhi International Airport and New Delhi has now propelled Delhi to the league of global cities which have high speed rail connectivity between the city and the airport. The DMRC today has over 300 train sets of four, six and eight coaches. Apart from providing Delhites with a comfortable public transport option, the Delhi Metro is also contributing significantly towards controlling pollution as well as reducing vehicular congestion on the roads.

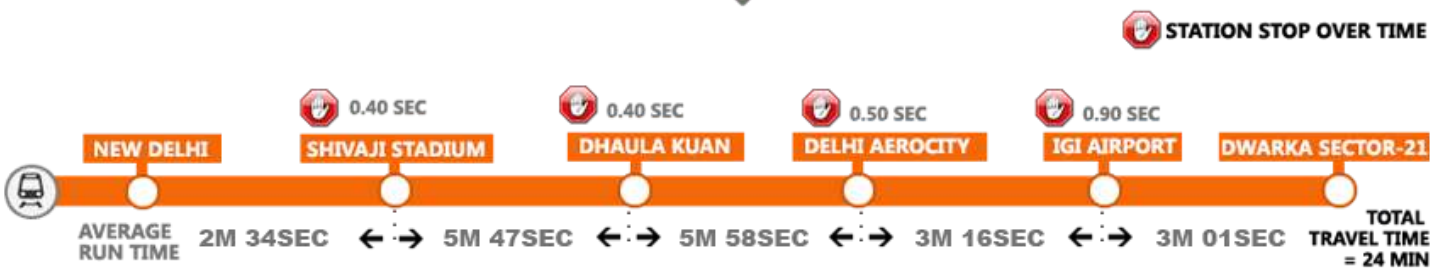


# Commuters Guide to Delhi Metro



## Airport Express Line

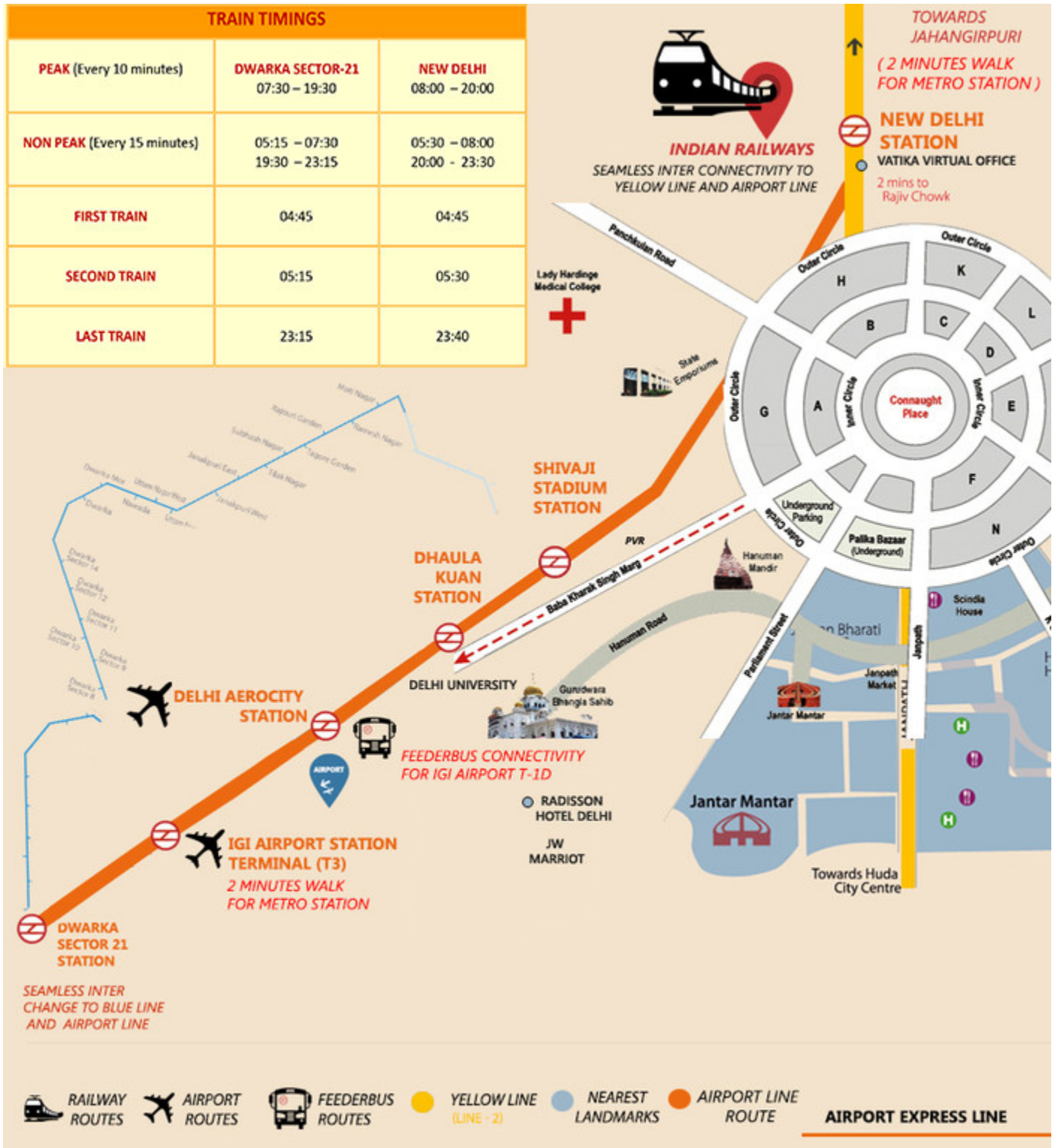
NEW DELHI TO DWARKA SEC- 21 VICE VERSA 



• TIMINGS ARE SUBJECT TO CHANGE

# Commuters Guide to Delhi Metro

## Airport Express Line Map



## Fare Table Airport Express Line

# Commuters Guide to Delhi Metro

## Single Journey Token

Station	New Delhi	Shivaji Stadium	Dhaura Kuan	Delhi Aerocity	IGI Airport	Dwarka Sector 21
New Delhi	10	20	40	50	60	60
Shivaji Stadium	20	10	20	30	50	60
Dhaura Kuan	40	20	10	20	30	50
Delhi Aerocity	50	30	20	10	20	30
IGI Airport	60	50	30	20	10	20
Dwarka Sector 21	60	60	50	30	20	10

## Fare (Stored Value Card)

Station	New Delhi	Shivaji Stadium	Dhaura Kuan	Delhi Aerocity	IGI Airport	Dwarka Sector 21
New Delhi	9	18	36	45	54	54
Shivaji Stadium	18	9	18	27	45	54
Dhaura Kuan	36	18	9	18	27	45
Delhi Aerocity	45	27	18	9	18	27
IGI Airport	54	45	27	18	9	18
Dwarka Sector 21	54	54	45	27	18	9

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## Fare (10 Trip Card) (Validity 15 Days)

Station	New Delhi	Shivaji Stadium	Dhaura Kuan	Delhi Aerocity	IGI Airport	Dwarka Sector 21
New Delhi	X	150 <sup>(15)</sup>	260 <sup>(26)</sup>	400 <sup>(40)</sup>	460 <sup>(46)</sup>	540 <sup>(54)</sup>
Shivaji Stadium	150 <sup>(15)</sup>	X	150 <sup>(15)</sup>	260 <sup>(26)</sup>	400 <sup>(40)</sup>	460 <sup>(46)</sup>
Dhaura Kuan	260 <sup>(26)</sup>	150 <sup>(15)</sup>	X	150 <sup>(15)</sup>	260 <sup>(26)</sup>	400 <sup>(40)</sup>
Delhi Aerocity	400 <sup>(40)</sup>	260 <sup>(26)</sup>	150 <sup>(15)</sup>	X	150 <sup>(15)</sup>	260 <sup>(26)</sup>
IGI Airport	460 <sup>(46)</sup>	400 <sup>(40)</sup>	260 <sup>(26)</sup>	150 <sup>(15)</sup>	X	170 <sup>(17)</sup>
Dwarka Sector 21	540 <sup>(54)</sup>	460 <sup>(46)</sup>	400 <sup>(40)</sup>	260 <sup>(26)</sup>	170 <sup>(17)</sup>	X

Figure marked in Red is approximate Fare Per Trip

## Fare (30 Trip Card) (Validity 1 Calender Month)

Station	New Delhi	Shivaji Stadium	Dhaura Kuan	Delhi Aerocity	IGI Airport	Dwarka Sector 21
New Delhi	X	350 <sup>(12)</sup>	650 <sup>(22)</sup>	1000 <sup>(34)</sup>	1300 <sup>(44)</sup>	1600 <sup>(54)</sup>
Shivaji Stadium	350 <sup>(12)</sup>	X	350 <sup>(12)</sup>	650 <sup>(22)</sup>	1000 <sup>(34)</sup>	1300 <sup>(44)</sup>
Dhaura Kuan	650 <sup>(22)</sup>	350 <sup>(12)</sup>	X	350 <sup>(12)</sup>	650 <sup>(22)</sup>	1000 <sup>(34)</sup>
Delhi Aerocity	1000 <sup>(34)</sup>	650 <sup>(22)</sup>	350 <sup>(12)</sup>	X	350 <sup>(12)</sup>	650 <sup>(22)</sup>
IGI Airport	1300 <sup>(44)</sup>	1000 <sup>(34)</sup>	650 <sup>(22)</sup>	350 <sup>(12)</sup>	X	500 <sup>(17)</sup>
Dwarka Sector 21	1600 <sup>(54)</sup>	1300 <sup>(44)</sup>	1000 <sup>(34)</sup>	650 <sup>(22)</sup>	500 <sup>(17)</sup>	X

Figure marked in Red is approximate Fare Per Trip

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## Fare (45 Trip Card) (Validity 1 Calender Month)

Station	New Delhi	Shivaji Stadium	Dhaura Kuan	Delhi Aerocity	IGI Airport	Dwarka Sector 21
New Delhi	X	400 <sup>(9)</sup>	800 <sup>(18)</sup>	1200 <sup>(27)</sup>	1600 <sup>(36)</sup>	2000 <sup>(45)</sup>
Shivaji Stadium	400 <sup>(9)</sup>	X	400 <sup>(9)</sup>	800 <sup>(18)</sup>	1200 <sup>(27)</sup>	1600 <sup>(36)</sup>
Dhaura Kuan	800 <sup>(18)</sup>	400 <sup>(9)</sup>	X	400 <sup>(9)</sup>	800 <sup>(18)</sup>	1200 <sup>(27)</sup>
Delhi Aerocity	1200 <sup>(27)</sup>	800 <sup>(18)</sup>	400 <sup>(9)</sup>	X	400 <sup>(9)</sup>	800 <sup>(18)</sup>
IGI Airport	1600 <sup>(36)</sup>	1200 <sup>(27)</sup>	800 <sup>(18)</sup>	400 <sup>(9)</sup>	X	550 <sup>(13)</sup>
Dwarka Sector 21	2000 <sup>(45)</sup>	1600 <sup>(36)</sup>	1200 <sup>(27)</sup>	800 <sup>(18)</sup>	550 <sup>(13)</sup>	X

Figure marked in Red is approximate Fare Per Trip

**NOTE:** ★ Trip cards are non-refundable, only security deposit will be refunded\*

★ ₹20/- will be charged at the time of refunding the stored value / trip card or shifting to new fare product

\* Conditions apply



**Delhi Metro**  
**Airport Express Line**



**DELHI METRO**  
मेरा मेट्रो



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## Facilities Provided at Airport Express Line

### City Check In Facility at Metro stations

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<b>1. Metro Stations offering city check-in facility</b>	New Delhi Metro Station	Shivaji Stadium Metro Station
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<b>2. Airlines offering city check-in</b>	Air India Vistara Spice Jet Go Air Air Asia	Air India
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<b>3. Sectors where Airlines operates</b>	All domestic and International sectors	
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<b>4. Passenger/Baggage check-in</b>	Min. 2hrs and Max. 12hrs prior to schedule departure of flight	
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5. Customer Service no. and Website	Air India	-	1800 180 1407
	(www.airindia.in)		
	Vistara	-	+91 928922888
	(www.airvistara.com)		

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*For flight information please click on <http://www.newdelhiairport.in/liveflight-information.aspx>*

## Guidelines for City Check-in Passengers:

- Only bonafide air-passengers shall be allowed in the city check-in area, with valid air-ticket and valid photo identification card (voter ID, PAN card, driving license, passport/Govt. ID card). The photo ID card shall be considered only if it is in original and matching with the particulars of the person holding the air-ticket. No proxy check-in shall be allowed at CAT stations.
- Passengers are advised to properly secure and lock their baggage, get it strapped or stretch-wrapped, and security-sticker affixed on locks, or plastic seals in case of number-locks, before depositing the baggage with the CAT counter, failing which the airline shall not accept the baggage for check-in.
- Passengers are advised to label fragile items conspicuously, and carry them in accordance with the policy of the airline.

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- Passengers are prohibited from carrying any dangerous or offensive goods/articles such as weapons, inflammable items, pets etc. inside the Airport Metro. They may refer to the relevant regulations, and the policies of airlines and AVSEC order no. 05/2005 of BCAS in this regard.
- Passengers are advised to remove old baggage tags, in their own interest, to enable easy tracking of baggage and to avoid mishandling.
- Only the baggage not exceeding the prescribed dimensions (35" X 25") shall be accepted by the CAT counters. Any over-sized/over-weight baggage may be carried by the passenger in the train as per the prevailing policy of the Airport Metro
- Air-travelers can check-in at the CAT counters up to 6 hours in advance of their scheduled time of departure, subject to the policy of the airline. Check-in shall close at the CAT counters 2.5 hours before the scheduled time of departure.
- After having checked-in at the CAT counter, if the passenger chooses to reach the airport on his/her own, he/she cannot claim refund from DMRC for not having traveled by the Airport Metro Express Line. However tokens, if not used, must be deposited at a DMRC station.
- After depositing the baggage with the CAT counter, the passenger cannot re-claim it from DMRC at any stage. For any baggage related queries or complaints, the passenger has to contact the concerned airline at the Airport.

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- Air-travelers shall start their journey from the Airport Metro station well in time so as to reach the Airport before the prescribed check-in time limit. DMRC bears no responsibility for any direct or consequential loss caused to any passenger who misses his/her flight on account of any operational or unforeseen delays connected with the train-journey.
- Boarding pass is not acceptable, in lieu of Airport Metro card/token, for travel by the Airport Metro. A passenger losing his/her Airport Metro card/token has to purchase a fresh Airport Metro card/token to complete the journey and exit the Airport Metro stations.
- Passengers shall follow applicable government regulations and airlines' policies regarding entry into the Airport premises and travel by aircraft.
- Passengers are requested to leave the check-in area within 10 minutes of completion of check-in, to prevent crowding in the check-in area.
- On one single-journey Airport Metro token/card, a maximum of three number of baggage pieces per passenger shall be allowed entry into the check-in area.
- Delhi Airport Metro Express shall not be responsible for damage to any fragile item/ musical instrument/ scientific research instrument/ LCD/ speakers/ computer monitor/ key-board/ micro-phones or electronic components, if booked along with the checked-in baggage.
- Delhi Airport Metro Express shall not responsible for loss or damage to any high-value items namely security documents/diplomatic documents/antiques/jewellery/precious stones/ cash/ currency of any country etc. if contained in checked-in baggage.

# Commuters Guide to Delhi Metro

- Unaccompanied passengers needing special assistance to travel, like minors, physically or mentally challenged passengers and senior citizens, shall not be permitted city check-in.

## DEDICATED PATHWAY

New Delhi Railway Station of Indian Railways is connected with New Delhi Airport Line Metro Station through a dedicated Pathway, For smooth transfer of Indian Railways Passengers.



## FEEDER BUS SERVICES

Feeder Bus service from Delhi Aero City Station to IGI Airport Terminal T1(D) and vice-versa.

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**Timings:** - 0600-2300 Hrs.

**Headway:** - 15 min.



## CLOAK ROOM / PAID PORTER / TROLLEY FACILITIES

i) Paid Cloak Room facility is available at New Delhi Metro Station of Airport Express Line.

ii) Free Trolley Services is available for movement inside station of Airport Express Line, Passengers can carry trolley inside upto IGI Airport and T3 Terminal also. Paid Porter Service available at Stations of Airport Express Line.

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## Terms and conditions for passengers depositing the baggage:

- The customer needs to produce valid photo identification at the time of deposit and delivery of baggage. In addition, the customer shall have to submit a signed requisition form related to the baggage, in the format prescribed by DMRC
- All baggage will be duly X-rayed for acceptance in the cloak room. In case of suspicious items, the baggage will be subjected to physical check.
- The customer must physically check the baggage prior to taking delivery from Delhi Metro Airport Express Line.; and no complaint will be entertained once the baggage is delivered to the customer.

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- The baggage will be handed over to the customer only on surrendering the baggage deposit slip. In case the passenger is unable to surrender the baggage deposit slip, the baggage will be delivered only on receipt of indemnity bond from the passenger, in the format advised by DMRC.
- There is a lost deposit slip fee of Rs. 250/- to cover administration costs and time in dealing with this. Customer will need to show appropriate identification, and must be able to detail the contents of the baggage; both, to our complete satisfaction.
- Charges are subject to revision without notice. Charges will be calculated to the next full Hour for fractional time period.
- We reserve the right to refuse acceptance of any baggage at its sole discretion.
- Bags not claimed within 7 days will attract penalty charges of Rs. 100/- per bag per day in addition to tariff charges up to the maximum of total 7 days. Thereafter the unclaimed bags will be deposited in central depository up till 30 days only. If the bags are still unclaimed after 30 days the bags will be disposed off.
- The customer is advised not to include fragile or precious items, money, keys, electronic equipments (laptop/computer, cameras etc.), precious metals, jewellery, negotiable instruments, business documents, valuable securities, medications, passports or any other identification documents, samples or any lighter/match box, or any banned substances in the baggage.
- Limited Liability Form is mandatorily to be filled up and signed to notify any pre-existing damage.



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- Baggage will under no circumstances be released outside the published cloak room operational timings.
- Baggage for storage that is found to be previously damaged in any way may not be accepted. Such baggage shall be detailed in the documents prepared at the time of deposit. We may at our sole discretion, exclude any liability on bags which appear unsuitable for storage, overweight, unsafe, or previously damaged in any manner.
- We shall not be liable for damage to baggage which is in excess of recommended safety weight of 32 kg (66 lbs) per bag.
- Liability in any event, for loss, theft or damage occasioned to baggage, in storage or transit from storage, is limited to Rs.100/- per kg.
- All disputes shall be subject to exclusive jurisdiction of courts at Delhi.

## OTHER FACILITIES

- i) Ticket Issuing Machines (TIM) for Airport Express Line are available at IGI Airport terminals T1(D) and T3 also.
- ii) Seamless Interchange facility between Dwarka Sector-21(Airport Line) to Dwarka Sector-21 (Blue line) Station at Platform
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- iii) Connectivity through travelator between Dhaula Kuan (Airport Line) and Durgabai Deshmukh South Campus (Pink Line) Stations.

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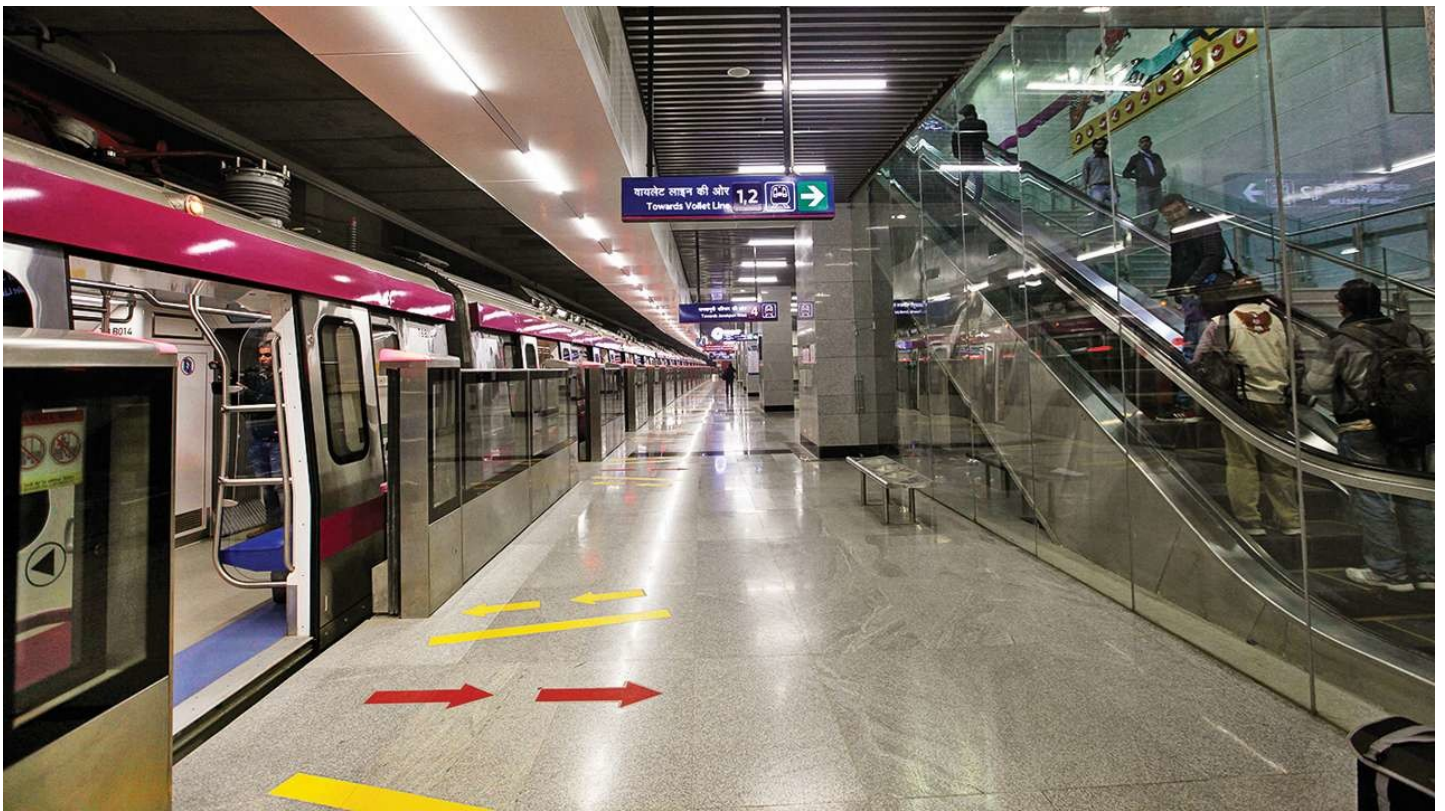


**SEAMLESS INTERCHANGE FACILITY AT DWARKA SEC- 21 STATION**



**PARKING FACILITY AVAILABLE**

# Commuters Facility in Delhi Metro Network



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## Facilities for Women passengers in Delhi Metro

Delhi Metro is fully committed towards safety and security of Women Passengers. Delhi Metro understands the needs of women passengers and has reserved a car especially for lady passengers. The first car of a train in moving direction is reserved for ladies in Yellow, Blue, Green, Violet, Pink & Magenta lines and common earmarked car in both direction movements in Red line. Adequate signage have been provided to clearly indicate the area of platform where the reserved car normally stops.

In addition to this, earmarked seats with adequate signage are reserved in other cars for lady passengers.

**In pursuit to provide safe and convenient travelling experience to Women Passengers, Delhi Metro has made following provisions;**

- Women only coach in every train.
- Reserved seats for women in every coach.
- Fine of Rs. 250/- on male passengers for travelling in women coach
- Zero tolerance for drunkards and trouble makers.
- CCTV surveillance at stations, platforms and in train coaches.
- Patrolling of the platform after sunset hours have been intensified by security forces(CISF).
- Quick reaction teams have been deployed to nab the offenders.
- Ladies CISF staff has been deployed at stations for frisking of lady passengers.
- Teams are deployed for checking male commuters travelling in Ladies Coach.
- Special drive in first week of every month has been launched.

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## Facilities for differently abled passengers in Delhi Metro

Delhi Metro is perhaps India's first public transport system with adequate features for differently-abled persons. These include:

Extra Wide AFC Gates for Wheel Chair passage

Tactile path for visually impaired commuters

Ramps at Entry/Exit of stations

Provision of Wheel chairs at stations

Lifts provided with Hand rails, Mirror & call Buttons in Braille.

**Signage at prominent locations are provided for disabled and mobility restricted passengers.**



Train door closing audio/visual indication. Next station and arrival with correct side platform announcements

# Commuters Guide to Delhi Metro

In addition, station staff constantly monitors passenger movement and provides personal help to any differently-abled person who needs assistance.

**Seats in trains have been reserved for differently abled/senior citizens**



**DMRC received National Award for Outstanding Work in Creation of Barrier Free Environment for the Persons with Disabilities in the Year 2008.**

- DMRC receives around 80-85 requests/month through helpline(Helpline No.-155370) for assistance of persons with disabilities.
- DMRC is committed to provide hassle free services to Persons with disabilities and we are associating with 'Samarthyam' an NGO, to improve further the accessibility of our stations & trains to Persons with disabilities.

**For More information Please Visit our Website:**

[www.delhimetrorail.com](http://www.delhimetrorail.com)

## Contact Us

For More information Please Visit our Website:

[www.delhimetrorail.com](http://www.delhimetrorail.com)

**You may also download DMRC Mobile app through Google play Store or Apple store.**

[Click Here to Download Mobile App](#)

### **24X7 Helpline Numbers**

DMRC Helpline number 155370

CISF Helpline number 155655

Women & Children Helpline: 011-23415480

E- Mail us at: [helpline@dmrc.org](mailto:helpline@dmrc.org)

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## Delhi Metro Airport Line Metro Stations Contact Numbers

S No.	Station	Landline No.	Mobile No.
01	New Delhi Station Airport Express	7290045095	8800793197
02	Shivaji Stadium Station Airport Express	1123235558	8527390341
03	Dhaura Kuan Station Airport Express	7290038048	8527390342
04	Delhi Aerocity Station Airport Express	7290038058	8527390343
05	IGI Airport Station Airport Express	7290038068	8527390344
06	Dwarka Sec-21	7290045095	8800793197



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## Some Major Tourist Spots near Delhi Metro stations

Metro Stations	Accessible Tourist Places
Chandni Chowk	Digambar Jain Temple, Fatehpuri Masjid, Gauri Shankar Temple, Jama Masjid, Red Fort, Sis Ganj Gurudwara, Red Fort, Salim Garh Fort
Rajiv Chowk	Connaught Place, Baba Kharak Singh Marg State Emporiums, Bangla Sahib Gurudwara, Hanuman Mandir, Jantar Mantar, Janpath, Laxmi Narayan Mandir
New Delhi	Shankar's International Dolls Museum
Central Secretariat	India Gate, Rashtrapati Bhawan, Parliament House, Indira Gandhi Memorial, Jawaharlal Nehru Memorial, Lodhi Garden, National Gallery of Modern Art, National Museum, National Zoological Park, Nehru Planetarium, Purana Qila, Safdarjung's Tomb, Sanskriti Museum, National Rail Museum
Qutab Minar	Qutab Minar, Garden of Five Senses

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Chattarpur	Chattarpur Temple
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Nehru Place	ISKON Temple,Kalkaji Temple,Lotus Temple
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Tughlakabad	Tughlaqabad Fort
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Patel Chowk	National Philatelic Museum,Metro Museum
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Khan Market	India International Centre,Khan Market
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Akshardham	Akshardham Temple
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Pragati Maidan	Crafts Museum,Humayun's Tomb,National Science Centre
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Rithala	Adventure Island
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**FREQUENTLY  
ASKED  
QUESTIONS**

**about  
Delhi Metro  
services**

# Commuters Guide to Delhi Metro

## Frequently Asked Questions

Q 1. What is a token?



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

Q 2. From where can I purchase token for travelling in Metro Trains?

Ans. Tokens are available across all ticketing windows and Ticket Vending Machines (TVMs).

Q 3. How many types of tokens/cards are available in Delhi Metro? Ans. Following types of tickets/cards are available to perform journey in Delhi Metro:

S. No.	DMRC Product	Airport Express Line Product
1	Single Journey Token	Single Journey Token
2	Smart Card	Smart Card
3	Tourist Card (1 day or 3 days)	Trip Card (10, 30, 45 Trip)

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**Q 4. Is there any time limit within which I should enter the Metro Station after purchasing the token?**

Ans. The token remains valid for whole day from the station of purchase.

**Q 5. Is there any time limit within which I should exit from the destination station after entering from any station?**

Ans. Yes,

**In DMRC**

Time Zone	Distance (in KM)	Time Limit (in minutes)
Zone-1	0-12	65
Zone-2	12-21	100
Zone-3	More than 21	180

After expiry of the time limit, a penalty @ Rs 10/ per hour subject to maximum of Rs 50/- will be charged.

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**In Airport Express Line** - The maximum travel time limit is 65 Minutes for single journey. After expiry of the time limit a penalty @ Rs 20/ per hour subject to maximum of Rs 400/- will be charged.

## **Q 6. Can I exit from the same station where I have entered?**

Ans. **In DMRC-** Yes, but by dropping token into exit gate slot within 20 minutes after entry. After expiry of the time limit a penalty @ Rs10/ per hour subject to maximum of Rs 50/- will be charged.

**In Airport Express Line** - By dropping token into exit gate slot within 30 minutes after entry. After expiry of the time limit a penalty @ Rs20/ per hour subject to maximum of Rs 400/- will be charged.

## **Q 7. Can I get return journey token?**

Ans. No, Return Journey Token is not permissible in Delhi Metro.

## **Q 8. Can I enter from any station other than the station from where I purchased the token?**

Ans. No, after purchase of token customer can make entry from same station only. The smart card holder has this flexibility & can make entry/exit from any station.

## **Q 9. How is fare calculated between two stations?**

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

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## **Q 10. Can I get refund of my token?**

Ans. **IN DMRC-** 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.

**In Airport Express Line-** An unused token is refundable at full amount from token purchase station only, within same business day 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.

## **Q 11. 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 is admissible.

## **Q 12. Can I extend my journey beyond the original destination?**

Ans. Yes, if you are token holder, the additional fare for extended journey (fare for new destination - fare for original destination) has to be paid at customer care centre of destination station before making an exit from AFC gates (automatic fare collection). If you are a smart card holder, the fare for journey will be automatically deducted at the time of exit.

## **Q 13. What should I do if I lose my token/card?**

Ans. **IN DMRC**

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- You should approach Customer Care Centre at your destination station. You will be treated without ticket & shall be charged (Max. Fare + Rs 50/-) i.e. Rs 130/-, after this paid exit token shall be issued to make exit. In case later on passenger approaches that Token/Card is recovered no refund is permissible & token shall be confiscated.

**In Airport Express Line** - You should approach Customer Care Centre at your destination station. You will be treated without ticket & shall be charged Max. Fare + Rs 50/-, after this paid exit token shall be issued to make exit. In case later on passenger approaches that Token/card is recovered no refund is permissible & token shall be confiscated.

**Q 14. What should I do if the token/card is not accepted (error comes) at the entry/exit gates at the originating/destination station?**

Ans. Customer should Contact Customer Care Centre with token/card for assistance.





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**Q 15. 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. The use of smart card offer following advantages:

- Save time from daily purchase of token
- Avoid standing in queue for purchase of token
- Provides freedom of choice of originating and destination station.
- A discount of 10% will be given on every journey made by the passenger on smart card.

Note: Additional discount @10% is given to commuters using Smart Card who enter during non-peak hours.

<b>Non-Peak Hours</b>	<b>From</b>	<b>To</b>
	Start of Revenue Service	Before 08.00 AM
	12.00 Noon	Before 05.00 PM
	09.00 PM	Closing of Revenue Service

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The additional discount will be available during weekdays from Monday to Saturday except National Holidays viz Republic Day (26th January), Independence Day (15th August) & Mahatma Gandhi Jayanti (2nd October).

## **Q 16. How do Smart cards Work?**

Ans. 1A smart card is a contactless smart card. You just place your smart card on the reader of AFC gate; it will automatically validate the card, and deduct the correct fare for the journey taken at the time of exit.

## **Q 17. How can I purchase a smart card?**

Ans. Smart Cards can be purchased from Customer Care centre of any Station & from SCVM (Smart Card Vending Machine) available at selected metro stations of DMRC.

## **Q 18. Can we book the cards/tokens online?**

Ans. **IN DMRC**- One can purchase cards/tokens from counter at station only, however facility for online recharge of smart card is available through website [www.dmrsmartcard.com](http://www.dmrsmartcard.com), Paytm, PhonePe, Business Correspondent Channel, through SMS.

**IN AMEL** – QR Code can be generated through **"Ridlr"** or **"Paytm"** app & same can be used as single journey ticket.

## **Q 19. Do I need to submit any document/proof to get a smart card?**

Ans. No document is required.

## **Q 20. Can I purchase smart card for my family, friends or any other person known to me?**

Ans. Yes.

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**Q 21. How many people can travel on a single Smart Card?**

Ans. Only one person is authorised to travel on one smart card at a time.

**Q 22. What is the validity of smart card? When it will expire?**

Ans. A Smart Card is valid for 10 years from date of last recharge.

**Q 23. How much discount is offered on the use of smart card?**

Ans. **IN DMRC-** A discount of 10% will be given on every journey made by the passenger on smart card.

**Note:** Additional discount @10% is given to commuters using Smart Card who enter during non-peak hours.

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Non-Peak Hours	From	To
	Start of Revenue Service	Before 08.00 AM
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# Commuters Guide to Delhi Metro

**In Airport Express Line** – A discount of 10% is applicable on every journey made through store value smart card.

## **Q 24. How much is the cost of a new smart card?**

Ans. A Smart Card can be purchased at a Security Deposit (refundable\*) of Rs 50/- and electronic value of Rs 100/-i.e. a Smart Card can be purchased at a minimum cost of Rs 150/-.

## **Q 25. What is the procedure to recharge a Smart Card?**

Ans. **IN DMRC-** After purchase of a Smart Card, it can be recharged via 3 means-

- a) At Customer Care- Minimum recharge of Rs. 200/- and subsequently in multiples of Rs. 100/-
- b) At Token Vending Machine (TVM)/ Recharge Cum Terminal Machine (RCTM) / Smart Card Vending Machine (SCVM) - Minimum recharge of Rs. 100/- and subsequently in multiples of Rs. 50/-.

Note: RCTM and SCVM are available at selected metro stations.

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c) Online - Minimum recharge of Rs. 100/- and subsequently in multiples of Rs. 50/-.

## **Q 26. Is there any maximum store value limit in a Smart Card?**

Ans. Yes, the maximum permissible store value limit on a Smart Card is Rs3000/-.

## **Q 27. 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 cum add value machine (AVM) available on all Customer Care Centres at a Station.

## **Q 28. What is the minimum balance required on Smart Card for travel?**

Ans. A minimum balance equivalent to minimum fare (presently Rs10/-) is required to enter in station for travelling purpose. The customer can travel up to his desired destination. The difference in the fare & available balance will be recorded in his card which will be automatically adjusted upon next recharge or from security deposit during refund.

## **Q29. What precautions are to be taken while using Smart Card?**

Ans. While entering wait for your turn, then show your card at the entry gate sensor and 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.

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## **Q 30. How can I get refund of available balance in my smart card?**

Ans. The electronic balance (excluding security deposit) in smart card shall not be refunded.

- For readable and physically OK cards during surrender of smart card, only security deposit shall be returned to the passenger after adjusting negative electronic value (if any) on the card along with deduction of processing charges of Rs 20/- subject to availability of sufficient balance security deposit on the card.
- No security deposit return will be entertained on physically damaged cards.
- In case of expired card; neither electronic balance nor security deposit shall be returned.

## **Q 31. Is security deposit refundable?**

Ans. Yes, only security deposit is refundable subject to the conditions mentioned below:- **A)** For readable and physically OK cards during surrender of smart card, only security deposit shall be returned to the passenger after adjusting negative electronic value (if any) on the card along with deduction of processing charges of Rs 20/- subject to availability of sufficient balance security deposit on the card. **B)** No security deposit return will be entertained on physically damaged cards. **C)** In case of expired card, security deposit shall not be refunded.

## **Q 32. Can I use the smart card to make entry and exit at the same station?**

Ans. Yes, fare of Rs10/- will be deducted from Smart Card during the exit. (The discount shall not be applicable, if passenger made entry and exit from same station.)

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**Q 33. 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 the system. In such cases the passenger will be issued a new smart card of Rs.150/- (Rs50/- security deposit and Rs 100/- electronic value) immediately.

**Note:-**

- i) If deposited unreadable smart card is physically damaged, Rs 50/- will taken from passenger in cash as security deposit before issuing a new card.
- ii) In case unreadable smart card is physically OK, no security deposit will be taken from passenger.

To avail electronic balance of deposited card, Passenger will validate new issued smart card (issued at the time of deposited unreadable smart card) on Ticket Reader cum Add Value Machine (AVM) at any metro station after 5 days from the date of submission of card

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## **Q 34. 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.

## **Q 35. What happens if I damage or lose my token/card?**

Ans. You are responsible for your token/card, so if you lost your token/card then you have to pay a fine. For a damaged ticket, the station operator will examine the token/card. If it is damaged deliberately then you will have to pay a fine if you are in the paid area, but if token/card is faulty then you can go to customer care to get it replaced with free exit token.

## **Q 36. What could be the reasons of Smart card (Travel Card) getting damage?**

Ans. Smart card should be handled with care. Don't expose them to extreme temperatures, moisten, bend or keep near the magnets.

## **Q 37. Is there any condition when 10% discount is not available in Smart card?**

Ans. Yes,

A) If it requires any adjustment on account of mismatch (errors).

B) If passenger made entry and exit from same station.

## **Q 38. I have lost my smart card. Can I block its usage and get refund of my balance amount?**

Ans. No.



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**Q 39. Is there any concession for students/senior citizens/handicapped etc?**

Ans. No special concession is available in DMRC for students / senior citizens / handicapped etc.

**Q 40. What are criteria for ticket charges of a child?**

Ans. Children below 3 feet (90 cms) height are allowed to travel free if accompanied by an adult. Children above 3 feet (90 cms) will be charged full fare.

**Q 41. Is there any monthly card for unlimited travel?**

Ans. **IN DMRC** - No monthly card is available on DMRC network. However, one day and three days tour card are available to facilitate passengers.

**In Airport Express Line-** This facility is available only on Airport Express Line, monthly card having provision of 30 & 45 trip cards has been made in Airport Express Line of DMRC exclusively.

**Q 42. What is tourist card?**

Ans. Tourist cards shall be available with unlimited rides based on validity period. **One day** validity tourist card is valid for one day and **three day** validity tourist card is valid for three days from the date of sale.

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## **Q 43. 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. 200/- and three days validity tourist card can be purchased at Rs 500/- out of which security deposit of Rs 50/- is refundable. Tourist Card is only applicable in DMRC.

## **Q 44. How much is the security deposit for tourist cards?**

Ans. Rs 50/- only.

## **Q 45. How many journeys per day are allowed by a tourist card?**

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

## **Q 46. Is there any time limit for exiting from the metro station after entering at any station with a tourist card?**

Ans. No.

## **Q 47. 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.

## **Q 48. What is the definition of physically damaged Smart Card?**

Ans. Smart Card is considered as damaged if:

**a)** Smart Card is in bent condition (when Smart card is placed on flat surface, all the four corners are not touching the surface). Visible mark /crease on Smart Card.

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- b)** Smart Card has visible cut mark or corner is cut.
- c)** Smart Card surface is badly worn out and/or engraved ID is not visible.
- d)** Smart Card is having hole, mark of staple, punched, burnt, laminated with other items, chemically treated, etc.
- e)** Smart Card is broken or any part damaged.

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## Q 49. What are the different offences and penalties in Delhi Metro System?

Section	Offence	Penalty
59	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
60	Taking offensive materials	Fine of Rs.200/-
62	(1) Demonstration of any kind upon Railway (2) For Writing, pasting in compartment or carriage etc. (3) For refusal to be removed	(1) Exclusion from attending demonstration (2) Removal from compartment, carriage etc. (3) Fine of Rs.500/-
63	Travelling on roof of the train	Fine of Rs.50/- and removal from train
64	Unlawful entry and walking on Metro Track	Fine of Rs.150/-

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64(1)	Unlawful entry (to enter into the coach reserved for women)	Fine of Rs.250/-
68	Obstructing officials on duty	Fine of Rs.500/-
69	Travelling without ticket or pass	Liable for excess charge Rs.50/- and maximum fare of the system
70	Interfering with means of communication in train or misusing alarm	Fine of Rs.500/-
72	Defacing metro properties	Fine of Rs.200/-
73	Unauthorized sale of articles on metro railway	Fine of Rs.400/-
75	Unauthorized sale of ticket	Fine of Rs.200/- and forfeiture of ticket

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Para	Penalties imposed manually under Business Rule-IX and others	Penalty
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2.8(ii)	Tailgating, Jumping over the AFC gate in case of Error code 31 Adjustment in token	Rs.50/-
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5.7	Pseudo Entry-Exit at AFC gates	Rs.80/-
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17.1	Carry away Token	Rs.200/-
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17.3	Return journey	Rs.50/-
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In case the offenders do not pay the fine, they will be handed over to the Police for producing them before the Metropolitan Magistrate.

**Q 50. To whom should I contact if any hazardous article/unusual occurrence are observed at a station?**

Ans. Please inform the nearest Security personal, metro employee or Delhi Police for prompt action or call 24x7 DMRC Helpline No. 155370 or CISF Helpline no. 011-22185555.

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## Q 51. If I get pick-pocketed, where should I report the case

Ans. The case of pick-pocketing can be reported to Police Station at Shastri Park, Kashmere Gate, Rithala, Rajiv Chowk, Qutab Minar, Rajouri Garden, Yamuna Bank, Kalkaji Mandir, IGI Airport Metro station. Please click here to check the jurisdiction of Metro Police Stations.

[http://www.delhimetrorail.com/police\\_station.aspx](http://www.delhimetrorail.com/police_station.aspx)

## Q 52. Which items are not allowed with a person while travelling on Delhi Metro?

Ans. 1. Arms & Ammunition /Realistic Replicas of arms /ammunition, flare guns, sports gun, air rifle, BB gun, starter pistols, parts of guns fire arms, gun lighters, gun powders, stun guns/shocking devices, dynamite, fireworks, hand grenades, plastic explosives, realistic replicas of explosives, aerosol, tear gas.

2. Inflammable liquids, all kind of spirits, alcohol and wet batteries.

3. Dangerous objects

a. Knife of any length & type except round bladed, butter and plastic cutlery.

b. Meat cleavers

c. Khukhari

d. Sword

e. Cleaver sword

f. Axes & hatchers

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g. Crowbars

4. Pets, birds & animals.

The above declared items shall be subjected to the exemption given under the laws of India.

**Q 53. What should I do if an emergency situation arises?**

Ans. Please follow the instructions given by Delhi Metro Rail on site officials carefully.

**Q 54. I have a complaint/suggestion, where do I have to contact to give my feedback?**

Ans. Following options are available for the customers to approach DMRC to resolve their grievances.

a. Complaint/Suggestion book is readily available at Customer Care Centre of all stations please ask for it.

b. You can approach on 24x7 help line no. 155370 for assistance during the travel or otherwise.

c. You can drop your feedback on the website of DMRC i.e. [delhimetrorail.com](http://delhimetrorail.com)

d. You can Mail on [helpline\[at\]dmrc\[dot\]org](mailto:helpline@dmrc.org) or [operations\[at\]delhimetrorail\[dot\]com](mailto:operations@delhimetrorail.com).

e. If complaint is related to security at the station, CISF may be contacted directly at 011-22185555.



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## **Q 55. Where can I get information about delay or failures in train services?**

Ans. About delay or failures in train services one can get the information from our 24x7 passenger helpline no. 011-155370.

## **Q 56. How can I get the information regarding nearest station for famous places landmarks like hotels, Govt. Buildings, Historical places etc?**

Ans. For getting the information regarding nearest station please contact our 24x7 passenger helpline no 011-155370. A book "Delhi by Metro" is also recommended. It is available at Patel Chowk metro station on MRP of Rs. 399/-.

## **Q 57. 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 will inform to the next station to provide /arrange prompt medical assistance. Caution: Misuse of PEA is a punishable offence with a penalty of Rs. 1000/- and /or imprisonment up to 1 year.

## **Q 58. How can I get wheel chair at a Metro station?**

Ans. While entering a station contact Customer Care Centre and ask for assistance. Staff will help you in getting wheel chair at entry and exit station or contact online customer care centre 24x7 at phone number 011-155370 so that it can be provided on you arrival at declared station.

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## **Q 59. Whether toilet facilities are available in train or stations?**

Ans. No toilet facility is available in Metro Trains however toilet facilities are available at metro stations in paid/unpaid area on 'Pay & Use' basis.

## **Q 60. What about medical facilities?**

Ans. First Aid facility is available at all stations. For emergency, ambulance service is arranged through CATS for sick passengers.

## **Q 61. How much weight is allowed with a person while travelling on Delhi Metro?**

Ans. In DMRC :- One baggage containing personal belongings not exceeding 80 centimetres x 50 centimetres x 30 centimetres in size and 25 kilograms in gross weight is permitted with a commuter. Baggage in form of bundles is not permitted.

In Airport Express Line :- Two baggages containing personal belongings not exceeding 90 centimetres x 75 centimetres x 45 centimetres in size and 32 kilograms in gross weight is permitted with a commuter. Baggage in form of bundles is not permitted.

## **Q 62. Is a feeder bus available at all stations?**

Ans. No it is available at nominated stations; the feeder bus service is dedicated to feed Delhi Metro stations, enabling passengers residing in nearby areas to reach the Metro stations comfortably.

Please click here to check availability of feeder buses.

<http://www.delhimetrorail.com/feederbus.aspx>

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**Q 63. Will feeder bus travel be free if you pay for the Metro trip?**

Ans. No, it provides services on paid basis.

**Q 64. Can I travel in feeder bus and the in metro with the same card?**

Ans. No, both systems have different tickets as on date.

**Q 65. Is there time schedule of feeder buses?**

Ans. Yes, generally feeder buses are available from 06:00 AM to 10:00 PM.

**Q 68. 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.

**Q 69. Which are interchange stations on DMRC?**

Ans. Any station where more than one running line is available for interchange of passenger is called Interchange station. Presently DMRC has 27 interchange stations as explained below;

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Station Name	Interchange Line	Line Colour Code
Inderlok	Line-1 and Line-5	Red Line and Green Line
Kashmere Gate	Line-1, Line-2 and Line-6	Red Line, Yellow Line and Violet Line
Rajiv Chowk	Line-2 and Line-3	Yellow Line and Blue Line
Central Sect.	Line-2 and Line-6	Yellow Line and Violet Line
Yamuna Bank	Line-3 and Line-4	Blue Line
Ashok Park Main	Line-5 and Line-5	Green Line
Kirti Nagar	Line-3 and Line-5	Blue Line and Green Line
Sikandarpur	Line-2 and Rapid Metro	Yellow Line and Rapid Metro

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<b>New Delhi</b>	Line-2 and AMEL	Yellow Line and Orange Line
<b>Dwarka Sector 21</b>	Line-3 and AMEL	Blue Line and Orange Line
<b>Mandi House</b>	Line-3 and Line-6	Blue Line and Violet Line
<b>Netaji Shubash Place</b>	Line-1 and Line-7	Red Line and Pink Line
<b>Azadpur</b>	Line-2 and Line-7	Yellow Line and Pink Line
<b>Janakpuri West</b>	Line-3 and Line-8	Blue Line and Magenta Line
<b>Rajouri Garden</b>	Line-3 and Line-7	Blue Line and Pink Line
<b>INA</b>	Line-2 and Line-7	Yellow Line and Pink Line
<b>Lajpat Nagar</b>	Line-6 and Line-7	Violet Line and Pink Line
<b>Mayur Vihar Phase-1</b>	Line-3 and Line-7	Blue Line and Pink Line

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<b>Anand Vihar</b>	Line-4 and Line-7	Blue Line and Pink Line
<b>Karkarduma</b>	Line-4 and Line-7	Blue Line and Pink Line
<b>Welcome</b>	Line-1 and Line-7	Red Line and Pink Line
<b>Maujpur</b>	Line-7 and Line-7	Pink Line and Pink Line
<b>Kalkaji Mandir</b>	Line-6 and Line-8	Violet Line and Magenta Line
<b>Hauz Khas</b>	Line-2 and Line-8	Yellow Line and Magenta Line
<b>Botanical Garden</b>	Line-3 and Line-8	Blue Line and Magenta Line
<b>Noida Sec-52</b>	Line-3 and Line(NMRC)	Aqua Blue Line and Aqua Line (NMRC)
<b>Durgabai Deshmukh South Campus-Dhaura Kuan</b>	Line-7 AMEL(Through FOB)	and Pink Line and Orange Line

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## **Q 70. 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, Line-7- Pink Line, Line-8- Magenta Line, Line-9- Grey Line, Airport Line- Orange Line

## **Q 71. 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 or you may contact 24x7 DMRC Helpline no. 155370. Kindly get assistance from on duty staff before making entry in paid area.

**Please click here to check last train timing.**

<http://www.delhimetrorail.com/OtherDocuments/last-train-details.pdf>

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**Q 72. What are the operating hours of DMRC?**

Ans. Metro services are generally available from 6 AM to 11 PM

**Q 73. From which interchange station on DMRC can I catch a train for domestic/international Airport?**

Ans. For domestic/international Airport, passenger can change at New Delhi or Dwarka Sec - 21 from DMRC system.

**Q 74. What is the frequency of trains of DMRC system and Airport line system?**

Ans. In DMRC system the peak headway varies from 2 minutes 30 seconds to 4 minutes on different lines. On Airport line, peak headway is 10 minutes 30 seconds. Here headway means time interval between two consecutive trains.

**Q 75. While I was trying to get into the train why the train operator closed the train doors which almost hit me?**

Ans. Train stops on p/f for the given dwell times & before the train door start closing a warning sound is always emitted which lasts for about two (2) to four (4) seconds. For your own safety, when you hear the sound for door closing you are required to stand off the train immediately. You should never try to enter in train while doors are closing as it will unnecessarily delay the train & moreover obstructing closing of doors is a punishable offence.



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## **Q 76. If my train is late, can I get a letter for my employer?**

Ans. No, however, regular announcements regarding train delay are made at stations and inside trains. Efforts are also made to ensure normalcy at the earliest.

## **Q 77. Why DMRC does not limit cell phone use?**

Ans. The Delhi Metro encourages our passengers to be considerate of their fellow passengers and not to talk loudly on cell phones.

## **Q 78. Is free drinking water is available at stations?**

Ans. No, but it is available at kiosks on nominal rates at most of the stations.

## **Q 79. What is the junction of DMRC & Rapid Metro, Gurgaon?**

Ans. Sikanderpur Metro stations on Yellow Line.

## **Q 80. May I bring an open baby stroller into the Metro system?**

Ans. When entering the system, customers should hold their children and fold strollers.

Do not try to carry a stroller with a child in it up or down stairways or escalators and avoid pushing.

## **Q 81. Should I keep some change/loose coins or money with me?**

Ans. Yes, It is required if you purchase token (s) or any adjustment is required in your smart card.

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## **Q 82. Is there any separate queue for ladies/senior citizens?**

Ans. Only for ladies separate queue is available for security check. Separate queues are not available for ladies/Sr. citizens at any other location.

## **Q 83. What is an exact change counter?**

Ans. At exact change counter, a passenger having exact amount to purchase token can buy the tokens. Exact change counter has been introduced for the convenience of passengers who have exact change to purchase token(s).

## **Q 84. Where can I get DMRC route map?**

Ans. Route maps are available at Customer Care Centres at all stations. You can also download the same from DMRC website.

## **Q 85. How do you decide the temperature setting of air conditioning in the trains?**

Ans. The temperature inside the trains is decided on the basis of ambient temperature and adequate level of comfort to the passengers.

## **Q 86. Are there ladies coaches available in Delhi metro? If yes please clarify who other than women can travel in those coaches?**

Ans. Yes, DMRC has introduced one separate ladies coach in each train to ensure safe rides for women. Male Children up to the age of 12 years are only allowed to travel in ladies coach if accompanied by a women passenger. Passenger may also contact 24x7 DMRC Helpline No. 155370 or CISF Helpline No. 011-22185555.

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## **Q 87. Where is metro Museum?**

Ans. Metro Museum is located at Patel Chowk Metro Station on Yellow line.

## **Q 88. Is there any ticket for visiting Metro Museum and what are the timings to visit?**

Ans. 1. If directly reaching at Patel Chowk Metro station through road, a token of Rs. 10/- may be purchased from Patel Chowk Metro station to visit metro museum and the timings to visit are 10:00 AM to 5:00 PM.

2. If entered from other metro station customer can visit museum subject to that customer complete his journey to his destination with in permissive time limit of 170 minutes.

## **Q 89. Is photography permitted in Delhi Metro?**

Ans. No, photography is prohibited in Delhi Metro.

## **Q. 90. Can I eat or drink inside trains?**

Ans. No, eating and drinking is prohibited inside trains. Help us to maintain cleanliness to provide you clean environment.

## **Q. 91. Can I squat on floor of a train, if not getting seat inside Metro train?**

Ans. No, squatting on the floor of train is a punishable offence under DMRC O&M Act.

## **Q. 92. Who can occupy seat reserved for needy passenger?**

Ans. Please offer the seat to women in family way, people with children and differently abled commuters.

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## **Q. 93. Can I play music inside trains?**

Ans. No, please put your cell phone to vibration mode & don't talk while inside train.

## **Q.94 Can I hang bag on my back while travelling in train?**

Ans. No, please don't hang your bag on back to avoid inconvenience to fellow commuters and travel light.

## **Q. 95 Where should I stand/walk in subway stations, stairs and escalators?**

Ans. Please keep to the left while walking in subway stations, on stairs and escalators.

## **Q.96 How one should board the train?**

- Ans. 1. Stay away from Yellow line  
2. Form Queue  
3. Allow passengers to de-board first  
4. Allow children, differently abled infirm passengers to board the train first.  
5. Now, board the train.

## **Q.97 What should I do in case of any disruption/mid section stoppage of train?**

Ans. For your own convenience and safety, please follow the instructions of DMRC staff during any disruption/mid section stoppage of train.

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## **Q.98 Who is responsible for parking at Metro Station?**

Ans. Parking contactor is responsible at metro station. Name & contact details are displayed at the board near parking entrance. Passenger may also contact Customer care Centre Staff or station staff for any parking related issue.

## **Q.99 Who is responsible for cleanliness outside Metro Station?**

Ans. Concerned civic agency i.e. EDMC, NDMC, NDMC are responsible for cleanliness outside metro station.

## **Q.100 Who is responsible for traffic problem around Metro Station?**

Ans. Traffic Police is responsible for traffic around metro station. Further, passenger may contact Traffic Police at Helpline no 1095.

## **Q.101 To whom should I contact in case of following?**

Ans.

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S.No.	Case	Contact
1	Vehicle damaged / stolen / petrol theft / helmet stolen etc.	You should have parking slip/helmet deposit slip. Contact parking attendant. In case parking attendant is not supporting, please contact parking contractor on his given Mobile No. displayed at notice board in parking lot. Contact at customer care centre of concerned station, in case parking contractor is not supporting.

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2 Overcharging/misbehaviour by parking attendant. Contact parking attendant. In case parking attendant is not supporting, please contact parking contractor on his given Mobile No. displayed at notice board in parking lot.

Contact at customer care centre of concerned station.

Contact 24x7 Helpline No. 155370.

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3 Stale food / overcharging / misbehaviour by kiosk attendant.

Contact at customer care centre of concerned station.

Contact 24x7 Helpline No. 155370.

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4 Wrong/under value token issued  
Overcharging / misbehaviour by  
Ticketing Staff

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5 Overcharging/misbehaviour by  
House Keeping Staff

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6 Misbehaviour by Station Staff

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7 Misbehaviour by CISF Staff

Contact CISF Helpline No. 011-22185555 Contact at customer care centre of

concerned station.

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8 Money got stuck in vending  
machine.

Contact on contact no. **8860661780/8447575748** provided on vending machine. Contact at customer care centre of

concerned station



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- 
- 9 Money got stuck in Add Value Machine. Contact at customer care centre of concerned station.
- 
- 10 My belongings fell on track
- 
- 11 My belongings left in train/at station Contact at customer care centre of concerned station. **Contact Lost & Found Cell** contact no. 8527405555 after 48 hrs.
- 
- 12 In case of medical assistance needed Contact at customer care centre of concerned station.  
Contact 24x7 Helpline No. 155370.
- 
- 13 Station surrounding is not clean Contact concerned civic agency on their helpline no. EDMC – 155303, NDMC & SDMC-(011) 1266, Public Works Department - 1800110093

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- 14 Encroachment outside station by rickshaws, auto rickshaws, vendors etc
- Contact Delhi Traffic Police – 1095.  
**Click here for station wise list of agencies responsible for station surrounding areas (This needs to be uploaded as a separate link on website).**
- 
- 15 To lodge a complaint / feedback
- Contact customer care centre for complaint/feedback book.
- Click here for online complaint/feedback  
<http://www.delhimetrorail.com/feedback.aspx>
- Contact 24x7 DMRC Helpline No. 155370