

Route Map

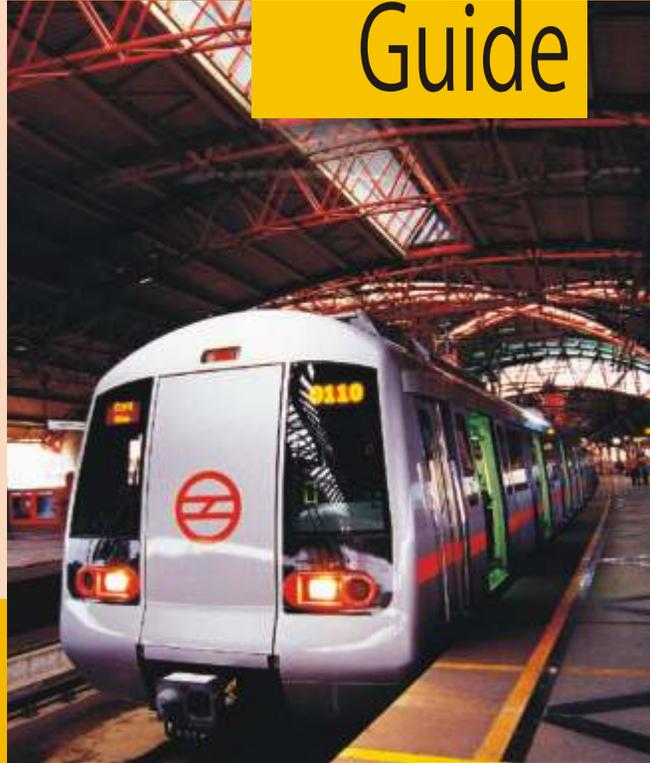


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DELHI METRO
मेरा मेट्रो

METRO Guide



Issued By : Chief PRO

DELHI METRO RAIL CORPORATION LTD.

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Metro Security Control Room ☎ 22185555

The Metro Edge



- ▶ Reduced travel time
- ▶ Pollution free air-conditioned ride
- ▶ Relief from road accidents and traffic jams
- ▶ Train frequency of 3.5 min during peak hours
- ▶ Train timings – 6am to 11pm
- ▶ Hi-tech facilities – automatic fare collection gates, escalators, automatic coach doors, electronic surveillance etc.
- ▶ Restaurants, Coffee shops, Book stores, Utility bill payments at stations



Reaching your nearest Metro Station

- ▶ Delhi Metro Feeder Bus Service is now available for reaching Metro stations easily & comfortably (for detailed Feeder Bus Routes contact the customer care cell)
- ▶ Adequate parking is available at stations, if you want to drive to the station.



Security Check-ups

- ▶ Cooperate with the Metro staff in the friendly frisking & security check ups
- ▶ Limit your baggage to 15 kgs, not exceeding 60cm (Length) x 45 cm (Breadth) x 25 cm (Height) in size.



Fare Collection



- ▶ Option of buying Tokens (for a single journey), Smart cards (for frequent travellers), Tourist cards (for unlimited travel for one/three days)
- ▶ Minimum fare of Rs 6/- and a maximum of Rs 22/- (*detailed fare chart is available at stations*)

Smart Card – saves time, saves money!

Available in five denominations

Rs. 50/-, Rs. 100/-, Rs. 200/-, Rs. 500/-, Rs. 800/-

10% discount and one year validity from the day of last recharge

Tourist card (1-day/3-day Fixed Value Card) :

Available in denominations of Rs. 70/- (for unlimited travel for 1 day) and Rs. 200/- (for unlimited travel for 3 days).

Deposit of Rs. 50/- payable at purchase (refundable on return of card)



Automatic Fare Collection (AFC) Gates

- ▶ Stand near the AFC Gates
- ▶ Entry:
Hold your Token/ Smart Card close to the machine

- ▶ Exit:

Token Users: Drop your token into the machine

Smart Card Users: Hold your Smart Card close to the machine

- ▶ Wait for the Gates to open
- ▶ Cross through the gates

While crossing, make sure that the children below 3 feet (height) are closely in front of you or in your lap.



Escalators

- ▶ Hold the handrail and face towards the moving direction
- ▶ Stand on the left side of the escalators and while moving keep to the right
- ▶ Keep feet within yellow lines and away from slides
- ▶ Move away from escalator after reaching the destination
- ▶ In case of emergency, press red emergency stop switches located at the bottom, top & centre of the escalator
- ▶ Don't sit, run or play on the escalators.
- ▶ Don't transport bulky or heavy loads on escalators



Platform

- ▶ Do not cross the yellow line on platforms while waiting for the train
- ▶ Do not step onto the Metro tracks or try to pick the belongings that drop in the track (contact Metro Staff for assistance)
- ▶ Do not eat or drink on the station/train



Facilities for the differently-abled

Delhi Metro is perhaps India's first public transport system with adequate features for differently-abled persons. These include extra-wide automatic flap gates for wheelchairs, lifts with buttons installed at a low level, tactile paths for the visually impaired, reserved spaces for wheelchairs in trains, etc. In addition, station staff constantly monitors passenger movement and provides personal help to any differently-abled person who needs assistance.



- ▶ Stand facing the direction of travel while waiting at the platform
- ▶ Check the arrival time of your train from the digital signboard
- ▶ Take care of your valuables

Boarding the Train

- ▶ Do not shove or push and let your fellow passengers alight from the train first
- ▶ Watch the gap between the train and the platform edge so that your feet do not fall through



Inside the coach

- ▶ Do not block the train doors
- ▶ Trains can move only if all the doors are properly closed
- ▶ Pay attention to the announcements and alight from the train at your destination



In case of Emergency

At Station

- ▶ If a fire is discovered, raise a fire alarm
- ▶ Follow instructions given by the DMRC station staff
- ▶ Leave the station immediately through the nearest exit
- ▶ Do not use lifts in case of fire



On the Train

- ▶ Remain calm
- ▶ If you want to report any incident/ mishappening, press alarm button to talk to the driver
- ▶ Listen to the announcements and follow instructions given by train operators



Offence by an individual

Offence	Penalty
Drunkenness or nuisance on Metro Railway	Fine upto Rs 500/- and forfeiture of ticket/passes he's holding
Maliciously hurting or attempt to hurt passengers on Metro Railway	Life imprisonment or imprisonment upto 10 years
Endangering passenger safety by rash or negligent act or omission	Imprisonment upto 1 year or fine or both
Endangering passenger safety by wilful act or omission	Imprisonment upto 7 years
Carrying offensive material	Fine upto Rs 500/-
Carrying dangerous material	Imprisonment upto 4 years and fine upto Rs 5000/-
Demonstration, sticking posters, unauthorised graffiti	Imprisonment upto 6 months or fine upto Rs 1000/- or both
Unauthorised entry	Imprisonment upto 3 months or fine upto Rs 250/- or both
Walking on the Metro track	Imprisonment upto 6 months or fine upto Rs 500/- or both
Unauthorised selling in Metro Railway	Fine upto Rs 500/- or imprisonment upto 6 months
Unauthorised sale of tickets	Imprisonment upto 3 months or fine upto Rs 500/- or both
Obstructing Metro operations	Imprisonment upto 4 years or fine upto Rs 5000/- or both
Obstructing a Metro Official from his duties	Imprisonment upto 1 year or fine upto Rs 1000/- or both

Travelling without ticket or ordinary authorised distance	Fine of Rs 50/- plus the single fare of the distance travelled or imprisonment upto 1 month
Travelling on the roof	Imprisonment upto 1 month or fine upto Rs 50/- or both
Altering or defacing or counterfeiting a pass or ticket	Imprisonment upto 6 months
Needless interference with means of communication, misuse of alarm	Imprisonment upto 1 year or fine upto Rs 1000/- or both
Defacing public notices	Imprisonment upto 2 months or fine upto Rs 250/- or both
Wrecking trains, tracks and acts of sabotage	Life imprisonment or rigorous imprisonment upto 10 years or death sentence
Damage to Metro Railways property	Imprisonment upto 10 years
False claim of compensation	Imprisonment upto 3 years or fine or both



No Smoking



No Pets



No Inflammables



No Eatables



No Littering



No Spitting