

POLICY ON RESERVATION OF CAR(S) / TRAIN

1.0 Objective

This policy has been framed with the objective to streamline the procedure and guidelines to reserve car(s) / train for special purpose viz. transit etc. without tempering the normal train movement or causing any inconvenience to the other commuters. This policy is primarily framed to facilitate bonafide tourists / groups / students etc. DMRC reserves the right to permit the reservation based on the specific request. DMRC decision in this regard will be final & binding.

2.0 Exemptions

- 2.1 The Car(s) / Train(s) reserved for VIP movement are exempted from this policy.
- 2.2 Any other booking on timeframe basis rather than trip based.
- 2.3 The shooting / filming inside the trains / stations / cars will be dealt with in accordance with the policy for Hiring DMRC's Premises including Station or Train for a Particular Period / Time.
- 2.4 This policy doesn't entitle any group or individual to by-pass any systems likes ticketing, security, etc.

3.0 Eligibility

- 3.1 Any Tour operator, any Government or Private agency, any individual on behalf of a group or any school can book the car(s) / Train from
 - (i) Any station of the Metro network
 - (ii) Any station of Airport Express Line.
- 3.2 In case of booking by Schools, the application shall come from the authorized representative of the school.
- 3.3 The application for tourist booking shall be submitted on letter head of the tour operator / concerned agency.

4.0 Guidelines

The Car(s) / Train can be booked in favour of Tourists, Groups or Students of a school on chargeable basis.

- 4.1 **Tourists:** Here tourists are defined as a group of individuals who have come to Delhi / NCR primarily for tourism and the booking is sought by a tour operator / agency on behalf of the tourists. The tourists would be interested in knowing more about Delhi / NCR, and for the purpose DMRC may offer special facilities to the tourists to make their experience unique.
- 4.2 **Group:** It is a group of individuals whose primary purpose is to travel from one station to other station in a group and who intend to reserve Car(s) / Train for the travel purpose.
- 4.3 **School Children:** It is a group consisting of bonafide school children who intend to travel to increase their awareness about metro systems and for joy ride. The school children, comprising at least 50 children, shall be accompanied by at least two teachers. The school children booking shall be done preferably on Saturdays & Sundays only to ensure adequate security and convenience to the children.
- 4.4 The applicant may apply for booking of Car(s) / Train as per Annexure-A.

5.0 Tariff

The booking charges for coach / train comprises of travel fare and facilitation charges towards offering special facilities (para 8.0). The details of booking charges are as under: -

5.1 Travel Fare

Actual CST fare between end-terminal stations corresponding to the car capacity of respective lines shall be charged. Accordingly, fare for respective lines shall be: -

S/N	Line(s)	Days	Fare per Car
1.	Line-1	Monday to Saturday	Rs 12,000/-
		Sunday And National Holidays	Rs 9,000/-
2.	Line-2 and 3/4	Monday to Saturday	Rs 15,000/-
		Sunday And National Holidays	Rs 12,000/-
3.	Line-5	Monday to Saturday	Rs 7,500/-
		Sunday And National Holidays	Rs 5,000/-
4.	Line-6	Monday to Saturday	Rs 12,500/-
		Sunday And National Holidays	Rs 10,000/-
5.	Airport Express Line	All Days	Rs 12000/-

5.2 Facilitation Charges

In addition to the travel fare as indicated at 5.1 above, Rs.15,800/- (applicable Service Tax additional) shall be charged as Facilitation Charges.

Both, Travel Fare and Facilitation Charges shall be charged in advance. In case booking request requires car(s) / train booking on multiple lines, then the travel fare shall be chargeable for additional lines as above, however, no facilitation charges shall be required for other lines.

5.3 School Children

Nil facilitation charges from school children group if accompanied by school staff. Only travel fare per car, as indicated at 5.1 above, shall be charged.

6.0 Revision of the booking charges

6.1 **Travel Fare:** DMRC reserves the right to revise the travel fare at any time.

6.2 **Facilitation Charges:** The facilitation charges shall be escalated @ 5% (subject to the nearest hundred) from 1st of April of each year.

7.0 Security Deposit for Booking

As the Applicants are required to pay the charges in advance, the advance shall be treated as Security Deposit.

8.0 Special Facilities for the Tourists/Groups

The following special facilities for the tourists / Group, subject to availability & feasibility, would be provided to make the experience of tourists / group unique & memorable: -

- a) Car(s) / Train shall be brought empty from originating station.
- b) Free Parking (at location(s) other than licensed parking lot, if available) of the vehicle(s) at station for the group.
- c) Welcome message / Announcement at boarding station through Passenger Information Display System / Passenger Announcement System at Station. However, banner, etc., if required and permitted by DMRC, has to be arranged by the agency.
- d) One small space at Originating or destination station with permission to put up a canopy of 6 feet x 6 feet size or one banner of limited size so as to facilitate interaction between group members and the tour operator on the event.
- e) For smooth boarding / de-boarding in / from the train additional dwell time (up to 15") at boarding and alighting stations would be given.
- f) CFA / CISF personnel may be deputed in the reserved coach to restrict passengers entering in the reserved coach.
- g) Coordination with OCC to provide timely information about the train to the tourists / group.
- h) Local announcement, if required by the Tour Operator / Group.
- i) If tour operator demands and pays for, all the tourists / group members may be gifted some memento of DMRC.
- j) DMRC will offer viewing the Metro Museum at Patel Chowk metro station and / or textile / art / heritage / handicraft exhibitions displayed at various stations. The same shall be guided one also if the Operator / Group pay for it. Further, guided interchange facility, if interchange is involved, may also be provided on payment basis. The payment in cases of guided facility shall be Rs.10,000/- per point along with applicable service tax.
- k) No relaxation in security standards will be allowed, however, DMRC will coordinate with the security agency to facilitate the group.

9.0 Procedure of Booking

9.1 The application for booking of the Car(s) / Train with the itinerary may be submitted at any Metro Station or online by emailing at trainbooking@dmrc.org or the request may be submitted with Sr. Dy. General Manager/Operations/Co-ordination, at his office address at 2nd Floor, B Wing, Metro Bhawan, Barakhamba Road, Fire Brigade Lane, New Delhi-110001, EPABX: 011-23417910, Extension-534774, Email: abnandan@dmrc.org. The request should, as far as possible, be made at least 15 days in advance of proposed date of booking.

9.2 The applicant shall be asked to make the payment in the form of DD in favour of "Delhi Metro Rail Corporation Ltd" or through Bank Transfer in advance (excluding scheduled date of journey). In case of payments made by Bank Transfer the applicant shall be required to confirm, by email, the transaction details including UTR No. of transaction, Amount & date of transaction and the applicant's bank name & address.

10.0 Discount

- 10.1 For Tour Operators or any Government or Private agency, Facilitation Charges would not be levied on every fifth (5th) car booking request. The 5th car booking can be made for travel on Sunday / GH / NH only.
- 10.2 Discount shall not be applicable on cancelled car bookings.

11.0 Any exemption in the above policy may be permitted with the approval of MD.

TERMS AND CONDITIONS

1. The tourists / group / school children shall arrive the boarding station at least 15 minutes before the scheduled arrival of the train as per DMRC approved itinerary and they may contact the Station Control Room of the originating station.
2. The passengers would be responsible for safety and security of their belongings.
3. Photography in the metro premises is permitted for personal use only and that too in the public areas i.e. excluding Security points and Station Control & other equipment rooms. In exceptional circumstances, permission may be granted by DMRC to use the photographs with the news item in the Newspapers based on specific request by the tour operator / agency on case to case basis.
4. DMRC reserves the right to cancel the booking without citing any reason.
5. The booking will be done on first-cum-first-serve basis.
6. For any other activity / requirement, DMRC's prior approval will be required.

REFUND RULES

The booking may be cancelled on the request of the applicant. The refund of the booking amount shall be as under: -

Time of making request for cancellation	Refundable Facilitation Charges
Atleast 7 days in advance of scheduled day of event (Excluding the day of event),	75 %
Atleast 3 days in advance but later than 7 days in advance (Excluding the day of event)	50%
Before 3 days in advance till the day of booking	Nil

NOTE-1 - In case of abnormal force Majeure situation, DMRC reserves the right to refund the full amount.

NOTE-2 - If cancelled by DMRC on any account and not attributable to the applicant, full booking amount would be refunded.

Declaration

- i) I Certify that the contents of this application are true to the best of my knowledge.
- ii) My application is liable to be rejected in case it is found to be fictitious or in anybody else's name.
- iii) I agree to pay charges as due in case the coach / coaches / Car /Train is detained enroute or at destination on my account.
- iv) I certify that I shall not carry any inflammable or hazardous material in the car during the course of my journey.

LETTER HEAD OF TOUR OPERATOR / AGENCY / PRINCIPAL OF SCHOOL

Annexure-A

APPLICATION FORMAT

PROFORMA FOR BOOKING OF CAR(S) / TRAIN

Date ___ / ___ / ____

1. Name (in Block Letter) : _____
of the Tour Operator / School / Agency
2. Full Postal Address : _____
3. Mobile No. & Tele No. : _____
4. Purpose of booking : _____
5. Number of Car(s) required: _____
6. Estimated No. of Passengers: _____
7. Category : a) Tour Operator * b) Govt / NGO Run special school**
c) Private School ** (Please tick the appropriate one)

** Documentary proof in the regard to be submitted
8. Date of Journey : _____
9. Itinerary
i) Outward Journey Station
From _____ (Originating Station) - To _____ (Destination Station)

Arrival time at Originating Station: _____
ii) Return Journey Station (if any)
From _____ (Originating Station) - To _____ (Destination Station)

Arrival time at Originating Station: _____
10. Detailed programme : _____
(a separate sheet may be attached, if reqd.)

Note : Terms & Conditions on the reverse

Signature of the Applicant _____

Name of the Applicant _____

Address _____

Mobile No. _____