

## **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 in for special purpose viz transit etc. without tempering the train movement or causing any inconvenience to the passengers. This policy is primarily framed to promote and facilitate bonafied foreign/tourist/students etc and not to support misuse by individual a groups to exploit. DMRC reserves the right to permit based upon the type of request. DMRC decision in this regard will be final and will be binding as the users.

### **2.0 Exemptions**

- 2.1 The car(s)/Trains reserved for VIP/delegations are exempted from this policy.
- 2.2 Any other booking on time basis rather than trip based.
- 2.3 This policy doesn't include group booking of passengers from one station to other station. The group booking is being dealt by extant Business Rules of DMRC.
- 2.4 This policy doesn't deal with the shooting/filming inside the trains. There is a separate policy for time booking of stations/trains/cars.
- 2.5 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 any station of the Metro network including the Airport Express Line.
- 3.2 In case of school booking, the application shall come from the authorized representative of the school.
- 3.3 In case of Government run or Special purpose schools, the documentary proof in this regard shall be attached with the application.
- 3.4 The application for tourist booking shall be submitted on letter head of the tour operator/concern agency who have a valid license from the appropriate authority by enclosing a self attested copy.

### **4.0 Guidelines**

The car(s)/Train can be booked in favour of tourists, Groups or students of a school on charge basis.

The group for this purpose will be defines consisting of 45 to 150 number of passengers. No booking shall be done if the group size is less than 45 persons.

- 4.1 **Tourists:** Here tourists are defined as group of individuals who have come to Delhi 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, DMRC may offer special facilities to the tourists to make their experience unique.
- 4.2 **Group:** It is group of individuals whose primary purpose is to travel from one station to other station in as a group and who intend to reserve car(s)/Train for the travel purpose. Here, it is clarified that car(s)/Train reservation for a group is different from group booking wherein passengers are booked in a group without any reservation of car(s)/train. The group booking without car(s)/Train reservation is dealt with by extant business rules.
- 4.3 **School Children:** It is group consisting of bona-fide school children who intend to travel to increase their awareness about metro systems and for joy ride. The school children shall be accompanied by atleast two teachers. The school children booking shall be done on preferably Saturdays and Sundays to ensure adequate security and convenience to the children. For the purpose of charging, following three types of the schools are being considered in the policy:
- a. **Government Schools:** Any school whose management is a government body like Kendriya Vidyalaya, Municipality schools etc.
  - b. **NGO run Special Purpose Schools:** NGO's run for special purposes like for differentially able children.
  - c. **Private Schools:** Any school other than the mentioned above.
- 4.4 The applicant shall apply for booking of Car(s)/Train as per annexure-A
- 5.0 **Any other group booking:** Other than above.

## 6.0 **Train Operations**

- 6.1 If one car is being booked, the car of the longest train consist (Ex 8 car for Line 2 or Line 3) of the line should be reserved. So as commuters are not inconvenienced.
- 6.2 Ideally the car identified for booking must be on the either end of the train. However, the location may vary, if required with the approval of GM/O
- 6.3 (a) The booking of car(s)/train shall generally involve same line.
- (b) If the originating and terminating stations are on different lines, the booking on multiple lines will be treated as multiple cars booking.
- Illustration : If travel plan involve reservation of one car from QM to KG at Line 2 and KG to DSG on Line 1, it would be treated as booking of two cars.
- 6.4 If the point of boarding or alighting is not a terminal station and number of passengers are more than 100, an additional 15" dwell time may be permitted at the boarding point and alighting points.

- 6.5 TC/OCC must apprise all the Station Controllers of the line falling enroute. All the Station Controller must ensure that no commuter/s enter the reserved coach and must facilitate the smooth departure of train from its platform.
- 6.6 TC/OCC shall inform Train Operator(s) of the train as well as the crew controller to facilitate the smooth journey from the originating station up to the travelled station. If permitted by OCC, the train operator may inhibit the doors from opening (applicable for RS-2 trains only) from the terminal station or from the intermediate terminal station (if applicable) up to the station travelled.
- 6.7 TC/CC-OCC shall facilitate relative announcement as well as visual display (through PIDS) on all stations.

## 7.0 **Tariff**

The booking charges for coach consists of fares for the number of passengers and facilitation charges towards offering special facilities (para 10.0) as below:

### 7.1 **Fares:**

The actual CST fares from origin to destination for the actual number of passengers as per the applicable fares shall be charged.

- 7.2 **Facilitation Charges:** In addition to the applicable fares, the facilitation (as per para 9.0) charges will be as under.

Item	Line 1,2,3/4	Line 5	Line 6, Airport Line
Per car booking charges	₹50,000	₹30,000	₹40,000*

\*due to higher fares and speed at Airport Line

The applicable service tax would be chargeable on Facilitation charges.

### 7.3 **Travel on more than One line**

If travel plan involve more than one line through interchange point, the travel on second and subsequent lines would be treated as a fresh booking of car(s)/train. The applicable fares from originating to destination stations as per para 7.1 and the facilitation charges as per 7.2 for each line would be charged.

Illustration : If Travel plan involve reservation of one car from QM to KG at Line 2 and KG to DSG on Line 1, it would be treated as booking of two cars and applicable charges will be as below:

Fare : CST fare from QM to DSG for actual number of passengers.

Facilitation Charges : ₹50,000 for Line 2 + ₹ 50,000 for Line 1  
= ₹ 1, 00, 000 /-

### 7.4 **School Children**

#### 7.4.1 **Government School and NGO run Special Purpose Schools:**

7.4.1.1 Applicable fares would be the CST fare for actual number of passengers the point of boarding to the destination station.

7.4.1.2 No facilitation charges shall be charged from Government School and NGO run Special Purpose Schools.

#### **7.4.2 Non Government School**

7.4.2.1 Applicable fares would be the CST fare for actual number of passengers the point of boarding to the destination station.

7.4.2.2 A facilitation charge @ 25% as mentioned 6.2 shall be charged from Non Government School.

#### **8.0 Revision of the booking charges**

8.1 **Fares** : As and when the charges are revised, the revision of the rates would be effective from the date of implementation of the new fares.

8.2 **Facilitation Charges** : The facilitation charges will be escalated @10% from 1<sup>st</sup> of April of each financial year.

#### **9.0 Security Deposit for Booking**

As the users are required to pay the charges in advance, the advance booking amount is considered as security deposit in the policy.

#### **10.0 Special Facilities for the Tourists/Groups**

The following special facilities for the tourists would be organized to make their experience unique and memorable:

- a) Free Parking (If available) of the vehicle/s at station for the group (If available)
- b) Welcome message/Announcement at boarding station through PIDS/PAS at Station. However, banner etc if required and permitted by DMRC has to be arranged by the agency.
- c) No relaxation in security standards will be allowed, however, DMRC will coordinate with and facilitate with security agency.
- d) Additional dwell time (15'') at boarding and alighting stations, if group strength is more than 100.
- e) CFA/CISF personals to be deputed in the reserved coach to disallow passengers entering in the reserved coach.
- f) Coordination with OCC to provided timely information about the train to the tourists.
- g) If tour operator demands and pays for, all the tourists may be gifted some memento of DMRC.
- h) One Public Relation cell representative may attend the group as a guide during the course of journey.
- i) Guided interchange facility if interchange is involved.
- j) DMRC will offer viewing at Museum/textile/handicraft exhibition at nominal/prevalent charges.
- k) Local announcement if required by Operator.

## **11.0 Procedure of Booking**

- 11.1 The booking will be done on first cum first serve basis. A priority register will be maintained with revenue cell to record the time and date of receipt of application.
- 11.2 The application for booking of the car(s)/Train with the itinerary may be submitted at any station/Revenue Cell/Online atleast 15 days in advance of proposed date of booking.
- 11.3 If request is placed at the station, the Station manager shall promptly forward the request (same day) to the Revenue cell for further processing the request.
- 11.4 The revenue cell shall forward the request to concerned OCC for operational feasibility.
- 11.5 If the request is found operationally feasible, the OCC shall nominate the car(s)/Train and intimate Revenue cell the same. If the request is not found feasible, the OCC may suggest an alternative suitable itinerary.
- 11.6 The revenue cell shall compute the applicable charges as per the policy and send an invoice to the applicant along with the itinerary through email or letter within 3 days of receipt of the application at the station level.
- 11.7 The applicant shall be asked to make payment in the form of DD in favour of “ Delhi Metro Rail Corporation Ltd” at least 10 days in advance (excluding schedule date of journey).

## **12.0 Refund Rules**

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

### **12.1 Tourists/Groups**

<b>Time of making request for cancellation</b>	<b>Refundable booking amount</b>
before or on 7 days in advance of scheduled day of event (Excluding the day of event),	75 %
before or on 3 days in advance but later than 7 days in advance (Excluding the day of event)	50%
before or on 1 days in advance but later than 3 days in advance (Excluding the day of event)	25%
On scheduled day of booking	Nil

Illustration: If booking has been made for Sept 15, 2013

<b>Time of making request for cancellation</b>	<b>Refundable booking amount</b>
Before or on Sept 8, 2013	75 %
After Sept 8 but before or on Sept 12, 2013	50%
After Sept 12 but before or on Sept 14, 2013	25%

On Sept 15 2013	Nil
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Note : If cancelled by DMRC on any account, full booking amount would be refunded.

## 12.2 **Students**

<b>Time of making request for cancellation</b>	<b>Refundable booking amount</b>
before or on 3 days in advance of scheduled day of event (Excluding the day of event),	Full
before or on 1 days in advance but later than 3 days in advance (Excluding the day of event)	50%
On scheduled day of booking	Nil

**Illustration:** If booking has been made for Sept 20, 2013

<b>Time of making request for cancellation</b>	<b>Refundable booking amount</b>
Before or on Sept 17, 2013	Full
Before or on Sept 19, 2013	50%
On Sept 20, 2013	Nil

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

12.2.2 If cancelled by DMRC on any account, full booking amount would be refunded.

## 13.0 **Other Terms and Conditions**

13.1 The tourists/group/school children shall arrive the boarding station atleast 15 mins before the scheduled arrival of the train as per DMRC approved itinerary and contact to Station Control Room of the originating stations.

13.2 The passengers would be responsible for safety and security of their belongings.

13.3 The photography is generally not permitted. In exceptional circumstances permission may be granted by PR cell on case to case basis.

13.4 DMRC reserves the right to cancel the booking without citing any reason.

13.5 The booking will be done on first cum first serve basis.

13.6 For any other activity/ requirement, DMRC's prior approval will be required.

## 14.0 **Any exemption in the above policy may be permitted with the approval of MD.**

**(Vikas Kumar)**  
**General Manager/Operations**

# Letter Head of Tour Operator/Principal of School

**Annexure-A**

Application Format

## **Proforma for booking of Car(s)/Train**

Date.../...../.....

1. Name (in Block Letter) : .....
2. Full Postal Address .....
3. Mobile No. & Tele No. ....
4. Purpose of booking .....
5. Number of Car(s) required .....
6. Number of Passengers .....
7. Category 

a) Tour Operator *	<input type="checkbox"/>
b) Govt or NGO Run special purpose school**	<input type="checkbox"/>
c) Private School **	<input type="checkbox"/>
8. Itinerary
  - i) Outward Journey
    - a) Station : .....
    - b) Date : .....
    - c) From/To : .....
  - ii) Return Journey
    - a) Station : .....
    - b) Date : .....
    - c) From/To : .....
9. Detailed programme (including return journey to be attached) .....
10. Terms and Conditions
  - 10.1 The tourists/group/school children shall arrive the boarding station at least 15 mins before the scheduled arrival of the train as per DMRC approved itinerary and contact to Station Control Room of the originating stations.
  - 10.2 The passengers would be responsible for safety and security of their belongings.
  - 10.3 The photography is generally not permitted. In exceptional circumstances permission may be granted by PR cell on case to case basis.
  - 10.4 DMRC reserves the right to cancel the booking without citing any reason.
  - 10.5 The booking will be done on first cum first serve basis.
  - 10.6 For any other activity/ requirement, DMRC's prior approval will be required.

# For Tour Operator- Self attested license issued by Ministry of Tourism to be attached.

\*\* Documentary proof in the regard to be submitted.

**Declaration**

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

Signature of the applicant .....

Name & Address.....

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