

Metro rail opens help desk at airport arrival & station

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Chennai: Chennai metro rail has set up a special help desk at the airport and at the metro station to help passengers easily shuttle between the two facilities. Air passengers heading to the metro station can also buy smart cards from the desk instead of waiting at ticket counters.

A metro rail official said they opened the desks after they received many complaints from passengers over difficulty in shuttling between the airport and the metro station. These desks are set up at the arrival area of both the domestic and international terminals, and in front of the airport metro station as well. Cmrl staff man these desks during metro train operational hours.

"Many air passengers said they didn't know how to go to the metro station. People



COME IN HANDY: The help desk at the Chennai airport

manning the desk will help them use our buggy cars to the airport and back," the official said. "At the airport, passengers can even buy smart cards from these desks before they head to metro station."

When airport metro line was thrown open to passengers in September 2016, there was no facility to shuttle passengers between the station and the terminals. Passengers heading to airport from the metro station and back had to carry their luggage and

walk all the way and there were none to guide air passengers (new to the city) to the metro station. Cmrl had said a walkalator would be set up after taking permission from the airports authority. Later, Cmrl started battery-run car services to shuttle passengers between the two facilities. Despite the new service, there were several complaints of non-availability of the buggy cars and confusion over moving from one facility to the other.

"Even if we use the buggy cars from the station to the airport arrival, we still have to take an elevator. A walkalator will solve the issue," said S Kumaran, who uses metro services every time he comes home from Delhi.

The metro rail official said the airports authority has started work to build the walkalator and it will be ready in six months.