

# CMRL found more than ₹3.2L in wallets lost by commuters

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**Chennai:** More than ₹3.29 lakh was found in wallets lost by commuters in metro trains and stations since Chennai Metro Rail Limited (CMRL) first began operations in June 2015. For CMRL, that's about double the revenue it generates from parking in metro stations every month.

To put that figure into better perspective, that money could buy two iPhone XS Max or three Bajaj Avengers or Pulsars or two Royal Enfield Thunderbirds.

Delhi metro, which operates a much wider network, has recovered more than ₹17 lakh cash since 2004. According to CMRL officials, it is easier to get back valuables or wallets (with the cash) lost in metro stations and trains.

Since the first line between Alandur and Koyambedu opened in June 2015, CMRL staff have recovered around 4,578 items lost by commuters in the station premises and trains.

So, what happens when an abandoned item is found on CMRL premises? According

## WHAT YOU LEFT BEHIND

**Digital devices topped the list of items recovered from metro trains, stations since June 2015**

### TOPPING THE LIST

**Digital devices** | Laptops, mobile phones, iPods, DSLR cameras | Lunch bags | Passports, documents | Bike & car keys, credit & debit cards



**Most expensive** | **Diamond bracelet found in government estate station**

➤ **Most items found in Airport station**

➤ **614 wallets, ₹3.29 lakh cash recovered**

**Call 18604251515 to report, claim lost items**

to officials, a protocol is followed meticulously. When a commuter reports about a lost item, the station staff pass on the information to other stations through walkie-talkies. If it is found immediately, the commuter is informed, and the item is returned after verification.

“Passengers can immediately report to the station

controller or staff about the item lost or call the customer care number 48 hours later. If the item is found immediately, passengers can produce a valid ID and claim it,” said an official. Nearly 85% of the items (3,858 items) have been returned to passengers.

Besides 614 wallets found with the cash, some of the frequently recovered items include electronic gadgets like laptops, mobile phones, iPods and DSLR cameras, passports, credit and debit cards.

Officials said every station maintains a register where details of recovered item along with date and time it was found are recorded. If the item is not claimed within 48 hours, it is sent to the lost and found office located in Alandur metro station. Jewellery is sent to CMRL head office after 24 hours and later deposited with the RBI. Arms, explosive material and other contraband are handed over to the police, while perishable goods are disposed off. “But every item is recorded in our register. If the valuables lie unclaimed, they are auctioned after one year at CMRL manager’s office,” an official said.