

Press Release

Resumption of Chennai Metro Rail Services**From 7th September 2020**

Chennai Metro Rail services were suspended w.e.f from 22nd March 2020, in view of the lockdown imposed due to COVID-19 pandemic. Under Unlock-4, operations of Chennai Metro services are set to commence with effect from 08:00 am on 7th September 2020 in a graded manner as detailed below;

Train Services:

- Initially the Train services will be operational from 08:00 am to 08:00 pm. The timings will be suitably changed based on the requirement in a gradual manner.
- CMRL will commence revenue services in two stages as follows:
 1. **Blue Line** (Between Airport Metro Station and Washermenpet Metro Station): From 07-09-2020, Monday with Peak Hour [Morning: 08:30 am to 10:30 am and Evening: 05:00 pm to 08:00 pm] headway of 5 minutes and Non-Peak Hour headway of 10 minutes.
 2. **Green Line** (between St. Thomas Mount and Puratchi Thalaivar Dr.M.G.Ramachandran Central Metro): From 09-09-2020, Wednesday with Peak Hour [Morning: 08:30 am to 10:30 am and Evening: 05:00 pm to 08:00 pm] headway of 5 minutes and Non-Peak Hour headway of 10 minutes.
- Passengers may note that there will be no inter-corridor movement between Puratchi Thalaivar Dr.M.G.Ramachandran Central Metro Station and Airport Metro Station. Hence, passengers are requested to plan their journeys accordingly for smooth and safe travel.
- All Trains and Metro Stations will be disinfected frequently for safety and security of passengers.
- Crowd Control/Platform Management Staff will be deployed at Stations to ensure social distancing and safe de-boarding/ boarding of passengers.
- Train stoppage time at stations has been increased from 20 seconds to 50 seconds to facilitate passengers to de-board/ board while maintaining social distancing and also fresh air circulation. The dwelling time will be reviewed and suitably revised depending upon footfall at the stations.

- Passengers are advised to maintain social distancing keeping distance of 6 ft. while waiting in platform and travelling in train.
- Suitable markings like “X” has been indicated on alternate seats both in trains and platforms so that passengers can sit on alternate seats to ensure social distancing.

Arrangements at Metro Stations:

- Face mask is mandatory at all times in CMRL premises.
- Thermal Scanning of all Passengers at Entry level will be conducted.
- Symptomatic passengers or those having high temperature will not be allowed to use metro Train Services.
- Social distancing sticker markings are placed at all Passenger moving / waiting areas at Station premises. The passengers should follow these markings.
- Face Mask & shield, Gloves and Medical PPE etc. have been arranged for frontline passenger handling staff.
- Two entrances of the Metro Stations will be opened initially. And based on demand, opening of other entrances of Stations shall be explored.
- Contactless frisking of passengers will be undertaken.
- Every passenger is advised to sanitize his/her hands by hand sanitizers provided at the entrance of stations.
- Lifts shall be shared only with 2 to 3 persons at a time and usage of lifts shall be encouraged for aged and persons with disabilities only.
- Passengers are advised to stand on alternate steps in the escalators to maintain social distancing.
- Hand sanitizer – Foot press / contactless dispenser with hand sanitizer has been arranged at the entry for all passengers.
- Baggages will be scanned in Baggage Scanner and Passenger shall pass through DFMD (Door Frame Metal Detectors) for contactless screening.
- In order to ensure safety of passengers, Air-Conditioning in trains and stations shall be run following protocols prescribed by CPWD / ISHRAE (Indian Society for Refrigeration and Air-Conditioning). The passengers should not have any apprehension about safety.
- Passengers are encouraged to use **Aarogya Setu App** at the time of entry into the station.
- Passengers are advised to travel with minimum baggage and avoid metallic items.

- All human contact areas, lift buttons, escalators hand rails, customer handling points will be disinfected frequently at stations.
- Special attention will be provided to frequent cleaning and disinfecting of Public toilets at the Metro Stations.
- Parking will be made available at Metro Stations with parking space.
- Shops/Kiosks/Food Points at Metro Stations will be permitted to function as per the guidelines stipulated by Government of Tamil Nadu
- Regular pre-recorded announcements on social distancing and safe travel will be played in both stations and trains for creating awareness amongst passengers.
- Social distancing will also be monitored through CCTV at all stations and inside trains.

Ticketing:

- Smart Cards will be issued / recharged at Ticket Counters at Metro Stations
- Contact-less QR code mobile ticketing is also available to Passengers.
- Travel Card Reader machines shall be installed at all 32 metro stations to avoid queuing at metro stations for recharge, extension of validity of Smart Cards.
- Cashless transactions are encouraged to avoid spreading of COVID-19 through currency notes/coins.
- Usage of Smart Cards are encouraged and online recharge of Smart Cards may be done through Web-Top up or cashless methods.
- Single Journey Tokens are discouraged; however, it will be issued to Passengers on need basis and those tokens will be sanitized.

CMRL requests all Passengers to co-operate with CMRL Security, Ticketing and other staff for a safe and smooth travel and in our effort to prevent the spread of COVID-19.