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Press Release

Ticketing procedure for Post lock down operations – CMRL

In order to curb the spread of COVID-19, several measures including quality of air, frequent sanitization and cleaning activities have been taken. Further, to the extent possible, contactless and cashless travel shall be encouraged.

The following ticketing facilities have been enabled for the benefit of passengers during the resumption of Chennai Metro Rail from September 7, 2020 from 7am onwards.

Ticketing Facility:

- Smart Cards will be issued / recharged at the Ticket Counters at Metro Stations
- Contact-less mobile ticketing (QR code) is available to Passengers.
- Travel Card Reader machines shall be installed at all 32 metro stations to avoid queuing at TVM (Ticket Vending Machines) for Web Top-ups, of validity of Smart Cards and ascertaining the status of charge.
- Usage of Smart Cards shall be encouraged and 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.
- Passengers can extend their expired parking pass before 7th October 2020 using Travel Card Reader. The cashless transaction facility has been enabled at all parking lot machines at metro stations.

Travel Card Reader:

CMRL is introducing a new Travel Card Reader machine at each station to avoid queuing in front of customer counters and TVM Machines. The Travel Card Reader machines consist of the following facilities;

1. The un-availed trips and validity for the trip cards can be done before 7th October 2020.
2. Passengers can Web-Top Up their smart cards using CMRL Mobile app or CMRL Website and directly use Travel Card Reader to Top-Up the recharged amount instead of TVM Machine.

3. Passengers can also view their Travel Card details namely Smart Card Usage Balance, Available trips, Top Up History and Travel History.

How to use QR Code Ticketing Facility

CMRL has implemented a complete contactless ticketing system that greatly reduces the risk of spreading of COVID-19. The contactless QR ticketing solution, eliminates human interference and allows seamless passage throughout the journey.

Passengers will be able to book tickets and buy passes of their choice (Single Journey Ticket, Round Journey ticket, Trip Passes) in the form of QR codes in the existing CMRL mobile app.

This QR code generated will be scanned at the QR scanners fitted to a particular gate at every station to enter and exit, making the entire journey completely contactless.

Features like rescheduling and cancellation of tickets have also been included for the convenience of the passengers. The digital payment options include Debit Card, Credit Card, UPI and Net banking facilities. This user friendly solution is available for passengers at all 32 Metro Stations.