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Press Release

Metro QR Ticketing via WhatsApp at Ticketing counters.

CMRL in its efforts to promote the green environment and digital initiatives, has introduced many ways in passengers ticketing such as replacing the paper QR using electronic-QR by scanning QR code available at stations, QR tickets through mobile app and ticketing through various third-party platforms like Whatsapp, Paytm and PhonePe. In continuation of this effort and to promote the usage of electronic tickets by passengers purchasing tickets at the counters, Thiru. M.A. Siddique, I.A.S., Managing Director of CMRL, inaugurated a new system of delivering the QR ticket through WhatsApp to passengers at the metro stations ticket counter.

Thiru. Rajesh Chaturvedi, Director (Systems and Operations), Thiru. K.A. Manoharan, Advisor (AFC & IT), and other senior officials of CMRL were present during the occasion.

This ticketing feature was initially implemented at two stations, namely Koyambedu and Airport, and has now been extended to all 41 stations following a positive response from passengers.

In this system, passengers can enter their mobile number at the counter. Once the passengers enter the mobile number, the ticket will be directly delivered to their mobile through Whatsapp. The transaction is secure, and passenger mobile numbers are not stored in the CMRL system ensuring data privacy of the passengers.

Steps to avail QR Ticket through WhatsApp at counter:

1. Approach the ticket counter for your QR ticket.
2. Inform the Operator about the destination and number of tickets.
3. Enter your WhatsApp number through the Keypad installed at the ticket counter.
4. Receive a QR code containing your ticket details in your WhatsApp chat from CMRL official number.

Chennai Metro Rail Limited is confident that this innovation will be well-accepted by the community and join hands with CMRL in promoting a green environment and digital initiatives.

**Issued By: Joint Director / Public Relations Officer
CMRL, Chennai – 600 035.**