

MD SPEAKS



Dear All,

The unprecedented spread of pandemic COVID-19 has changed common man's life. Our response to this challenge in the phase of this New Normal is a testimony to our character.

At Chennai Metro Rail, our efficient and dedicated team of officers and staff are working round the clock to maintain the safety and security of all our Metro Stations and Trains. Several rounds of cleaning and sanitization of Trains at the Terminals are being done on a war-footing basis so that passengers travel without fear in our Metro Trains by reposing their faith in Chennai Metro.

Among several facilities introduced by CMRL for the benefit of passengers, introduction of TRAVEL CARD READER is an added safe and secure facility as it provides contact-less accessibility of travel history and recharge option to the passengers.

The introduction of QR Code at Automatic Fare Collection Gates (AFC) will enable passengers to have quicker movement around the Metro Stations with ease. This contact-less method is another facility by CMRL to curb the spread of COVID-19.

CMRL in its continuous mission to provide the safest mode of transportation to the people of Chennai, leaves no stone unturned to implement all requisite precautions and protective measures. Kind co-operation of one and all in this regard would help CMRL to ensure safety and security of Chennai Metro Patrons and Chennai-ites, in general.

Pradeep Yadav, I.A.S.,
Managing Director
Chennai Metro Rail Limited

CHAIRMAN

THIRU. DURGA SHANKER MISHRA, I.A.S.,
SECRETARY MINISTRY OF HOUSING &
URBAN AFFAIRS GOVT. OF INDIA

MANAGING DIRECTOR

THIRU. PRADEEP YADAV, I.A.S.,
MANAGING DIRECTOR
CHENNAI METRO RAIL LIMITED

RENAMING OF CHENNAI METRO STATIONS

Hon'ble Chief Minister of Tamil Nadu **Thiru. Edappadi. K. Palaniswami** on 31st July 2020 passed the order to rename the names of Metro Stations at Alandur, Central & CMBT.

1. Alandur Metro is now renamed as **Arignar Anna Alandur Metro** .
2. Central Metro is now renamed as **PuratchiThalaivar Dr. M. G. Ramachandran Central Metro**.
3. CMBT Metro is now renamed as **Puratchi Thalaivi Dr. J. Jayalalithaa CMBT Metro**.



HON'BLE MINISTER FOR INDUSTRIES, THIRU. M.C. SAMPATH INSPECTED SAIDAPET METRO AND ARIGNAR ANNA ALANDUR METRO AND METRO TRAINS

Hon'ble Minister for Industries **Thiru. M.C. Sampath** inspected Saidapet Metro and Arignar Anna Alandur Metro and Metro Trains on 7th September 2020. The Hon'ble Minister inspected several facilities and safety precautionary measures undertaken by CMRL for curbing the spread of COVID-19. The Hon'ble Minister also inspected the Travel Card Reader installed at Saidapet Metro Station. Thiru. Pradeep Yadav, I.A.S., Managing Director, CMRL and Thiru. Rajeev Narayan Dwivedi, Director (Projects) and Director (Systems & Operations) I/C along with Senior Officials of CMRL participated in the event.



RESUMPTION OF METRO RAIL SERVICES



Chennai Metro Rail resumed its first train service on the Blue Line (between Washermenpet Metro and Airport Metro Station) at 07:00 AM on 07th September 2020.

Hon'ble Minister of Industries Thiru. M. C. Sampath boarded the first Train from Airport Metro Station towards Washermenpet Metro. The Hon'ble Minister also inspected various safety measures undertaken by CMRL for the benefit of passengers.

Thiru. Pradeep Yadav, I.A.S., Managing Director, CMRL and Thiru. Rajeev Narayan Dwivedi, Director (Projects) and Director (Systems & Operations) I/C along with Senior Officials of CMRL participated in the event.

74th INDEPENDENCE DAY CELEBRATED AT CHENNAI METRO RAIL LIMITED



Chennai Metro Rail Limited celebrated the 74th Independence Day of India on 15th August 2020. Thiru. Pradeep Yadav, I.A.S., Managing Director, CMRL hoisted the National Flag and accepted the parade salute in CMRL Administration Building at Koyambedu.

On the occasion of Independence Day Celebration, to encourage sportsmanship among fellow colleagues, sports competitions for Chess, Carrom, Badminton, Tennis and Brisk Walk (Men & Women) were conducted for CMRL Officials and Staff in which several officers and staff participated and the prizes for 45 officials and staff were distributed by Managing Director, CMRL.

Tmt. Sujatha Jayaraj, Director (Finance), Thiru. Rajeev Narayan Dwivedi, Director (Projects) and Director (Systems & Operations) I/C, Officials and Staff of CMRL participated in the event maintaining social distancing.

RESUMPTION OF CHENNAI METRO RAIL SERVICES



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 commenced on 7th September 2020 in a graded manner.

The Metro Rail Services commenced on 7th September 2020 in the Blue Line from Washermenpet Metro and Airport Metro Station. And in Green Line, on 9th September 2020 from Puratchi Thalaivar Dr. M. G. Ramachandran Central Metro to St. Thomas Mount Metro. Considering the requests of several passengers and International and Domestic travellers, the train timings have been extended to 7 am to 9 pm instead of 7 am to 8 pm.

On 10th September 2020, the direct train services from Puratchi Thalaivar Dr. M. G. Ramachandran Central Metro to Airport Metro via Koyambedu also commenced for the benefit of passengers.

The Train services from Puratchi Thalaivar Dr. M. G. Ramachandran Central Metro to Airport Metro via Koyambedu and Puratchi Thalaivar Dr. M. G. Ramachandran Central Metro to St. Thomas Mount Metro will run as an alternate train from 7am to 9 pm.

- 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.

ARRANGEMENT AT METRO STATIONS



- Face masks are 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 are 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.



- 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.
- Several cleaning and sanitization activities are being conducted regularly at all Metro Stations and Metro Trains for the safety and security of the passengers.

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, 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.





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.

How to use the facility

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.

20% OFF on QR Code Ticketing from 11-09-2020

As part of encouraging contactless ticketing measure to minimize the spread of COVID-19, CMRL has decided to extend a 20% discount on QR Code Ticketing namely Single Journey QR Ticket, Return Journey QR Ticket, Group QR Ticket and QR Trip passes from 11-09-2020.

This initiative is a measure to encourage passengers to avoid queuing at Metro Stations by downloading the CMRL Mobile App for using the QR Code Ticketing system.

CMRL requests all its passengers to co-operate with CMRL Security, Ticketing and other staff for a safe and smooth travel in its fight to prevent the spread of COVID-19 by maintaining social distancing.

PRECAUTIONARY MEASURES TAKEN IN CMRL UG AIR - CONDITIONING SYSTEM TO MANAGE COVID-19 SITUATION

Chennai Metro Rail Services resumed its services from 7th September 2020 onwards. The following precautionary measures have been taken by CMRL for the safety of the passengers

- Stations and Coaches have been made 100% safe to travel in this COVID-19 scenario.
- CMRL Underground Stations are air conditioned and precautionary measures have been taken by maintaining the inside temperature at 24-30°C and relative humidity at 40 – 70 %.
- Temperature inside the coaches is maintained at 25°C to 27°C as per guidelines from MoHUA and fresh air supply will be increased from 25% to 100%
- Indoor Air Quality is also maintained by including fresh air inside the station at around 4 times more than the recommended rate and the fans are run continuously at maximum capacity as per CPWD (Central Public Works Department) and ISHRAE (Indian Society for Refrigeration and Air – Conditioning)
- Air Handling Units are provided with two levels of air filters. Primary filter traps particles of size 10 micron and above and secondary filter traps 5 micron and above.
- As an additional measure Carbon Dioxide level is also maintained between 400 – 500 ppm (parts per million) level inside the station.
- Air circulation paths are provided with UV (Ultra Violet) ray emitters which emits ultra violet rays that kills micro-organisms present in the circulating air.
- Air Handling Units and fresh air fans would be operational two hours before starting the service and stopped two hours after the train services to ensure no contamination remains inside.
- Air Filters and Cooling Coils are cleaned once in a week with 1% Sodium Hypochlorite solution.
- Air diffusers and grills are cleaned once in seven days with 1% Sodium Hypochlorite solution.
- Metro rail tunnels are also ventilated by ventilation fans to get rid of the micro-organism present.

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