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Press Release

Enhancing Passenger Experience: Implementation of “Normally Open” AFC Gate Mode at Thousand Lights Metro Station

As part of its continued efforts to enhance commuter experience and operational efficiency, Chennai Metro Rail Limited (CMRL) has implemented a new Automatic Fare Collection (AFC) gate operating mode at Thousand Lights Metro Station on an experimental basis.

Effective immediately, all AFC gates at Thousand Lights Metro Station will operate in “Normally Open” mode during peak hours, specifically from 08:00 hrs to 11:00 hrs in the morning and 17:00 hrs to 20:00 hrs in the evening. This initiative aims to ease passenger movement, reduce queuing time, and provide a smoother travel experience during high-traffic periods.

Under the “Normally Open” mode, the gates will remain open by default, enabling quicker passage. However, passengers are required to tap their travel card or scan their QR ticket at the validator to ensure proper fare validation.

- i. If validation is successful, a green light will appear, and the commuter can proceed.
- ii. If a red light appears or there is no response, the passenger must re-validate or seek assistance at the ticket counter.
- iii. If entry is attempted without valid ticketing, the AFC system will automatically close the flaps, preventing unauthorized access.

This smart transit solution is part of CMRL’s broader mission to decongest station concourses, especially during morning and evening rush hours, and to maximize gate throughput while maintaining fare compliance and passenger safety.

CMRL remains committed to implementing innovative and passenger-centric solutions to make metro travel faster, safer, and more convenient.

For assistance or feedback, passengers are requested to approach station staff or visit website: www.chennaimetrorail.org.

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