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Press Release

Customer Satisfaction Survey report of CMRL

COMET (Community of Metros) is a group benchmarks worldwide urban railway performance. Chennai Metro Rail Limited (CMRL) being the new member joined the group in 2024 to focus on improvements and meet world class performance. Annual Key performance indicators data are collected by all members of the group and performance is measured and compared with benchmarks. This also helps the member metros to share the knowledge and identify the best practices from each other and helps in decision making.

CMRL is happy to inform that a customer Satisfaction Survey conducted by COMET during August 2025, through online Customer Feedback portal and CMRL participated the same. The publicity of Survey is made through posters, website and social media by CMRL. The survey focussed on Service quality, accessibility, availability, reliability, security, ease of use and comfort.

A total of 32 metro rail organizations from across the globe participated in the survey and the results of same has been announced now and CMRL ranks first in highest number of participation and Responses from approx. 6500 Customers. The overall customer satisfaction is reported as high for CMRL metro services with score of 4.3 out of 5.

The report shows that:

- Majority of CMRL commuters are using metro for work purpose
- Survey responded by approx. 64% Male, 33% Female & 3% others
- Majority of commuters responded are Young (Less than 30 yrs).
- Commuters are expecting improvements in payment modes, space availability, and interchange facility. Station accessibility etc.

Thanks to the commuters for your valuable feedback and CMRL promises to work on Continuous improvements to meet customer expectations.

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