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Press Release

CMRL Issues Mandatory Advisory on Metro Etiquette; Violators to Face Fines for Noise Disturbance

CMRL requests passengers to observe Metro etiquettes and show consideration for their fellow passengers.

As per Section 59 of the Metro Railways (Operations and Maintenance) Act 2002, any act that causes nuisance or discomfort to fellow passengers or interfering with the comfort of passenger is a punishable offence. This includes, but is not limited to, using mobile phones in a manner that creates excessive noise, such as loud conversations, playing music/videos without headphones, or use of speaker mode in metro trains and premises.

Following a recent amendment via the Jan Vishwas (Amendment of Provisions) Act, 2026—as detailed in the Ministry of Housing and Urban Affairs (MoHUA) Gazette notification dated 19.06.2026—the penalty under Section 59 for creating a nuisance (such as listening to music without a headset) has been increased from the earlier fine of Rs. 500/- to a fine of up to Rs. 2,500/-, alongside potential removal from the metro premises by authorized officials.

Hence, CMRL Request all passengers to Use headphones; avoid speaker mode and loud conversations in metro premises to respect fellow commuters' comfort.

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