



## First 24 months Operation of Jaipur Metro (From 14:00 hours of 03/06/15 to 21:45 hours of 31/05/2017)

### 1.0 Important parameters

Safety & Security	Accident free & incident free
Punctuality	99.9% (100% in May, 2016)
Passengers carried	165.8 lac
Fare Box Collection	Rs. 18.00 crores
Trains, hours & days of run	97503 Trains in 11080 & 728 days
Train KMs run	9.50 lacs
Highest ridership per day	105541 (On 07.06.2015)
Avg passenger per day	22720
Earning per passenger	Rs. 10.87
Smart cards in circulation	63500
Sale of tickets by vending machines	55%
Avg. electricity consumption	1000000 units per month
Solar energy generation	11000 units per month
Re-generation of electricity in operation	100000 units per month

### 2.0 Comparison of first 24 months ridership among various Govt. Metros in India

Name of Metro	Delhi	Jaipur	Bangalore	Chennai
2011 Population	110.3 lac	30.5 lac	84.4 lac	46.5 lac
Date of introduction	25.12.02	03.06.15	20.10.11	29.06.15
Route length (kms)	8 + 5* + 9# = (22)	9	7	10 + 9** + 1*** + 8**** = (28)
No. of Stations	6 + 4* + 8# = (18)	9	6	7 + 5** + 1*** + 7**** = (20)
Average daily ridership				
<b>First 24 months</b>	<b>77176</b>	<b>22720</b>	<b>19530</b>	<b>11777 (23 months)</b>

New section of 5 km/ 4 stn\* and 9 km/ 8 stn# added in Delhi Metro on 04.10.03 & 21.03.04

New section of 9 km/ 5 stn\*\*, 1 km/ 1 stn\*\*\* & 8 km/ 7 stn added in Chennai Metro on 21.09.16, 14.10.16 & 14.05.17

### 3.0 SPECIAL ACHIEVEMENTS & INNOVATIONS IN OPERATIONS

- Special award from Ministry of Urban Development, Govt. of India on 27.11.2015 under Best Urban Mass Transit Project category for taking commendable emerging initiatives.
- State level award by Govt. of Rajasthan on 07.12.2015 for excellent work undertaken towards barrier free access to Specially Abled (Divyang) Persons.
- State level Rajasthan Energy Conservation Award in Govt. Department category on 14.12.16.

#### 1) Enhanced Safety, Security & Operation Measures:

- Ultra Sonic Flaw Detection (USFD) testing of rail joints;
- GPS based OHE monitoring & Current Collection System: OLIVIR-G plus;
- Oscillograph Monitoring System (OMS) testing of mainline track;
- Continuous Rail Temperature (CRT) monitoring system for track;
- Electronic Rail Greasing System;
- Electrical Power Driven Torque Wrench for tightening of track fittings;
- Abrasive Rail Cutting equipments;
- All trains are equipped with CCTVs, fire extinguishers, first aid kit, mobile/ laptop charging points, speakers for pre-recorded/ emergency announcements, emergency talk back facility, public information boards, train no. & destination boards, and emergency ramp facility for evacuation on viaduct;
- Introduction of Video analytical features in CCTV cameras at stations and depot;
- Revision of punctuality loss criteria from 120 seconds to 60 seconds since August, 16;
- Public time table of daily 134 trains from 6:25 hrs. to 21:45 hrs. with 10 minutes frequency in Peak Hours and 15 minutes frequency during Off-peak Hours fare period. Highest 4340 trains were run in October, 2016;
- Levy of Rs. 4 lacs token penalties on 2000 commuters violating safety and cleanliness, etc. at metro premises.

## 2) Multi Model Traffic Integration:

- Direct access to Escalators, Lifts and Stairs in the circulating area itself at Sindhi Camp ISBT of Rajasthan Roadways and Jaipur Jn. of Indian Railways with Sindhi Camp and Railway Station of JMRC respectively;
- Sale of any class unreserved tickets of Indian Railways from their Automatic Ticket Vending Machine at Sindhi Camp and Railway Station of JMRC itself, without again standing in queue for further journey at Jaipur Jn. station of Indian Railways;
- Jaipur Metro Tickets are sold by its Ticket Vending Machine (TVM) at Jaipur Jn. of IR itself, without again standing in queue to get ticket for travel in metro;
- Signage for roadways passengers & public that unreserved all class Indian Railways tickets are being sold without any extra charges at Sindhi Camp Metro Station;
- Surface walk way between Jaipur Jn. of Indian Railways and Railway Station of JMRC;
- Roadways (RSRTC) Booking Office at Ram Nagar and New Aatish Market Station for Ajmer road side buses to passengers without going to Sindhi Camp ISBT;
- Stoppage of all JCTSL buses passing through 8 metro stations, except Shyam Nagar;
- Integrated time table of JCTSL buses and metro trains are displayed at stations;
- Signage indicating stoppage location of JCTSL buses at/ near the metro stations;
- 50 Tata Magic vehicles as Metro Feeder Service at Chandpole, Mansarovar & New Aatish Market station on PPP model;
- App based Auto Rickshaw feeder service "Jugnoo", with 15% discount in fare;
- Parking facilities at all 9 metro stations.

## 3) Passenger Delight Measures:

- First cashless metro in India;
- Free accidental insurance upto Rs. 4 lacs, even metro is failsafe;
- 24 x 7 free Emergency Medical Assistance to metro passengers;
- Wi-Fi Hotspots at all metro stations with one hour free usages;
- Seamless mobile coverage over complete metro corridor;
- Facility to Top-up and purchase of Smart Card by any Credit/ Debit Card;
- Refund of Unreadable Smart Cards within 30 minutes at the metro stations;
- Auto Top-up facility to Smart Card users;
- On board sale of Smart Cards to the passengers;
- Smart Card Mobile Van to sale cards at public places;
- Rs. 2.00 lacs in cash and 35 items lost by passengers returned to the claimants;
- Signage at entry & exit of escalators to guide passengers intended to use it in rising mode, and not to enter in reverse mode of operation;
- Signage for commuters to purchase their tokens from Customer Care Centre, if the Ticket Vending Machine (TVM) is temporarily under repair;
- Signage at 3 feet height on entry/ exit AFC gates at stations, showing full metro fare shall be leviable, if height of a passenger is more than 3 feet (90 CM);
- Introduction of Own Your Station (OYS) scheme at metro stations;
- Zero tolerance to water leakages in metro trains;
- Green plants cluster near both entry/ exit in concourse paid area at all elevated stations;

## 4) Gender Sensitivity Steps:

- Shyam Nagar as Mahila Shakti Railway Station, first of its kind in world, where all the metro employees are women;
- Amrit Kaksh (Baby Feeding Room) at Mansarovar & Chandpole station, first time in any metro in India;
- Reserve seats for Pregnant and Lactate women in trains, first time in any public transport in India;
- 33% reserve seats for Ladies, Senior Citizens and Specially Abled in trains.

#### **5) Energy Conservation Measures:**

- Critical energy audit led to saving of 33% consumption and energy bill to Rs. 40 lacs per month w.r.t. June, 2015;
- 100 KWp grid connected roof top solar power plant at Mansarovar Depot;
- Commissioning of 9 KM long, 12800 LED skyline on elevated route;
- Nomination of Energy Managers to each station and depot;
- Auto switching off 50% saloon lights in running trains on elevated route;
- Switching off Air Conditioners & Water Coolers during winter season;
- Rational switching off 15 Escalators & 4 Elevators, and idle mode operation in 22 Escalators out of total 37 Escalators and 40 Elevators;
- Standby Transformers and other electrical assets are kept in shutdown mode.

#### **6) Improvement in Working Environment:**

- Celebration of Metro Vanotsav at Mansarovar Depot;
- Opening of Marg Darshan Hall at Mansarovar Depot;
- Opening of Jharokha Model Room at Mansarovar Depot;
- 100 meter long wall paintings at Mansarovar Depot;
- A multi-color water fountain at Mansarovar Depot;
- Eye soothing green patches from entry to Admin Building, Mansarovar Depot.
- Opening of Library cum Exhibition Hall at Admin Building, Mansarovar Depot.

#### **7) Improved Public Image Measures:**

- 500 times increase in use of swipe POS machines and 1.5 & 2 times increase for sale and top-up of Smart Cards during demonetization period;
- 186 additional trains run during Navratra to Diwali festival in October, 2016;
- On board passenger survey to improve metro services on 9.11.2015;
- Launching of Jaipur Metro Mobile App;
- Jaipur Metro toilets uploaded on Toilet Locator App of MoUD, GoI
- Barrier free access to the Specially Aabled persons;
- Online public survey to enhance utility of Jaipur Metro in June, 2016;
- Non-vending zone signage at metro stations;
- Walk through public exhibition on inception to operation of Jaipur Metro, a Diwali decorated train run, etc. initiatives for public during Dhanteras to Bhai Doj, 2016;
- Prominent display of 110 nos. Jaipur Metro Logo along 2.7 KM long boundary wall surrounding public roads along Mansarovar Metro Depot.

#### **8) Increased Earnings and Economy in Operations:**

- Operating expenses as Rs. 4.14 crore per Route Kilometer, lowest among all metros;
- Revision of Electric Contract Demand to 6 MVA from 20 MVA, effecting a recurring saving of Rs. 220 lacs per year in energy bills;
- Single electric tariff (Commercial to Large Industrial category) for Jaipur Metro from 01.09.2016, saving @ Rs. 1.05 per unit i.e. recurring saving of Rs. 110 lacs per year;
- Exemption to levy of ED, UC & WCC on electricity consumption for O&M purposes, saving @ Rs. 0.65 per unit i.e. recurring saving of nearly Rs. 65 lacs per year
- Rationalization & review of Customer Facilitation Staff led to reduction by 175 outsourced staff, a recurring saving of Rs. 175 lacs per year;
- Rationalization of outsourced housekeeping activities at metro stations & depot led to a recurring saving of Rs. 150 lacs per year;
- Introduction of Peak Hour and Off-peak Hour fare system, increase in 14% fare box revenue on prorata basis;
- Highest 1,05,541 passengers travelled in one day on 07.06.2015;
- 85000 students of 500 institutions travelled in groups under special drive launched for educational cum technical tour.

#### **9) Staff Welfare Measures:**

- 60 flats purchased for transit accommodation at a cost of Rs. 34.6 crores from RHB, Opposite to Mansarovar Metro Depot;
- Free accidental insurance of Rs. 5 lac as an employee, and additional upto Rs. 4 lac as passenger/ public at metro premises;
- 24 x 7 free Emergency Medical Assistance and Ambulance Services;
- Free two multi-specialty Health Check-up camps, three Eye camps and a Blood Donation camp organized at Depot;