



## First 29 months Operation of Jaipur Metro

(From 14:00 hours of 03/06/15 to 21:45 hours of 31/10/2017)

### 1.0 Important parameters

|   |   |
|---|---|
| Safety & Security                         | Accident free & incident free                   |
| Punctuality                               | 99.91% (100% in May, 16, Jun, Jul & Oct., 2017) |
| Passengers carried                        | 192.17 lac                                      |
| Fare Box Collection                       | Rs. 21.4 crores                                 |
| Trains, hours & days of run               | 118261 Trains in 13466 hours & 881 days         |
| Train KMs run                             | 11.12 lacs                                      |
| Highest ridership per day                 | 105541 (On 07.06.2015)                          |
| Avg passenger per day                     | 21814   |
| Earning per passenger                     | Rs. 11.35                                       |
| Smart cards in circulation                | 68100   |
| Sale of tickets by vending machines       | 53%   |
| 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 29 months ridership among various Govt. Metros in India

| Name of Metro           | Delhi        | Bangalore    | Jaipur       | Chennai      | Kochi        | Lucknow      |
|-------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| 2011 Population         | 110.3 lac    | 84.4 lac     | 30.5 lac     | 46.5 lac     | 21.2 lac     | 28.2 lac     |
| Introduction            | 25.12.02     | 20.10.11     | 03.06.15     | 29.06.15     | 19.06.17     | 06.09.17     |
| Route (kms)             | 22           | 7            | 9            | 28           | 18           | 8            |
| No. of Stations         | 18           | 6            | 9            | 20           | 16           | 8            |
| Average daily ridership |              |              |              |              |              |              |
| <b>First 29 months</b>  | <b>89982</b> | <b>19094</b> | <b>21814</b> | <b>13928</b> | <b>32485</b> | <b>15334</b> |

Delhi Metro: New section of 5 km/ 4 stn & 9 km/ 8 stn added on 04.10.03 & 21.03.04

Chennai Metro: New section of 9 km/ 5 stn, 1 km/ 1 stn, & 7.4 km/ 7 stn added on 21.09.16, 14.10.16 & 14.05.17

Kochi Metro: New section of 5 km/ 5 stn added on 03.10.2017

### 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 display 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. 4.13 lacs token penalties on 2216 commuters under Metro Railways (O&M) Act, 2002 for 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 by their Automatic Ticket Vending Machine at Sindhi Camp and Railway Station of JMRC itself, without again standing in queue for further journey tickets at Jaipur Jn. of Indian Railways;
- Jaipur Metro Tickets can be purchased 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 any class Indian Railways unreserved tickets can be purchased without any extra charges at Sindhi Camp Metro Station;
- Surface walk way between Jaipur Jn. of Indian Railways and Railway Station of JMRC;
- Stoppage of all passing JCTSL buses at 8 metro stations, except Shyam Nagar;
- Integrated time table of JCTSL buses and metro trains is displayed at all stations;
- Signage indicating stoppage location of JCTSL buses pasted at/ near the metro stations;
- 50 Tata Magic 8 seater vehicles as Metro Feeder Service are deployed at Chandpole, Mansarovar & New Aatish Market station under 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:

- Introduction of Off-Peak Hour (first train to 16:59 hrs) and Peak Hour (from 17:00 hrs upto last train) fare system.
- First cashless metro in India, where a token can be purchased by Credit/ Debit card;
- Free accidental insurance upto Rs. 4 lacs, eventhough Jaipur Metro is failsafe;
- 24 x 7 free Emergency Medical Assistance to all 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;
- 95000 students of 700 institutions travelled in groups under special drive.
- Rs. 2.00 lacs in cash and 35 items lost by passengers were returned to the claimants;
- Signage at entry & exit of escalators for passengers, not to enter in its reverse mode;
- Signage for commuters to purchase their tokens from Customer Care Centre, if the Ticket Vending Machine (TVM) is temporarily under repair;
- Signage on entry/ exit AFC gates at 3 feet height, showing that full metro fare shall be leviable, if height of a passenger is more than 3 feet (90 CM);
- Introduction of Own Your Station (OYS) inspection scheme at metro stations;
- Zero tolerance to water leakages in metro trains;
- Green plants cluster near both entry/ exit in paid area of concourse at metro stations;

## 4) Gender Sensitivity Steps:

- Shyam Nagar as Mahila Shakti Railway Station, first of its kind in India, 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% electricity consumption w.r.t. the consumption in first month of operation in June, 2015;
- 100 KWp grid connected roof top solar power plant at Mansarovar Depot;
- Vivek Vihar became first LED lit Railway Station in Rajasthan;
- 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;
- Rational switching off 15 Escalators & 4 Elevators, and idle mode operation in 22 Escalators out of total 37 Escalators and 40 Elevators.

#### 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 POS machines and 1.5 & 2 times increase for sale and top-up of Smart Cards during demonetization period;
- 256 additional trains were run during Navratra to Diwali festival in Sept/Oct, 2017;
- On board passenger survey was undertaken to improve metro services on 9.11.2015;
- Launching of Jaipur Metro Mobile App;
- Jaipur Metro toilets are uploaded on Toilet Locator App of MoUD, GoI
- Barrier free access at metro stations for the Specially Abled persons;
- Online public survey was undertaken 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 last Dhanteras to Bhai Doj, 16 & 17;
- Prominent display of 110 nos. Jaipur Metro Logo along 2.7 KM long boundary wall surrounding public roads along Mansarovar Metro Depot.

#### 8) Economy in Operations:

- Operating expenses as Rs. 4.47 crore per Route Kilometer, lowest among all metros;
- Energy audit led to reduction in average consumption by nearly 60 lac units per year i.e. recurring saving of Rs. 500 lacs per year.
- Revision of Electric Contract Demand from 20 MVA to 6 MVA, effecting a recurring saving of Rs. 310 lacs per year in energy bills;
- Single electric tariff by RERC (Commercial to Large Industrial) 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, admin bldg/ depot, and cleaning of trains & workshop area led to a recurring saving of Rs. 185 lacs / yr;
- In house maintenance against AMC by OEM of elevators, and E&M systems at underground Chandpole station has effected a recurring saving of Rs. 105 lacs per year;
- Rationalization of Night Duty Allowance and need based deployment of staff in night & on National Holidays led to recurring saving of Rs. 300 lacs per year;

#### 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. 9 lacs i.e. Rs. 5 lacs 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-speciality Health Check-up camps, three Eye camps and a Blood Donation camp organized, free of cost at Depot;