



First 36 months Operation of Jaipur Metro

(From 14:00 hours of 03/06/15 to 21:45 hours of 31/05/2018)

1.0 Important parameters

Safety & Security	Accident free & Incident free
Punctuality	99.90% (100% in May, 16; Jun, Jul, Oct, Nov. 17 & Feb., 18)
Passengers carried	227.06 lac
Fare Box Collection	Rs. 25.92 crores (incl. Rs. 0.47 cr as Security of Card Holders)
Trains, hours & days of run	146606 Trains run in 16696 hours & 1093 days
Train KMs earned	14.15 lacs
Highest ridership per day	105541 (On 07.06.2015)
Avg passenger per day	20759 (2015-16/ 27222, 2016-17/ 19777, 2017-18/ 16890)
Earning per passenger	Rs. 11.40
Smart Cards in circulation	73650
Sale of tickets by vending machines	44%
Avg. Electricity Consumption	10,00,000 units per month
Solar Energy generation	11,000 units per month
Re-generation of Electricity in Operation	1,00,000 units per month

2.0 Revenue Receipts and Expenditure Statement: upto March, 2018 (figures in crores of Rs.)

Receipts				Expenditure						
Item	17-18	16-17	15-16	Item	Operations			Administration		
					17-18	16-17	15-16	17-18	16-17	15-16
Fare	7.86	7.90	8.28	Salary	18.40	17.52	13.61	5.01	6.44	8.07
Non-fare	4.37	1.82	0.86	Electricity	9.02	10.27	8.57	0	0	0
Int. & others	4.73	4.56	4.43	O&M	4.29	5.99	4.60	2.03	5.43	5.04
RTIDF	25.00	47.70	10.00	Finance cost	25.41	24.31	16.12	0	0	0
Total	41.96	61.98	23.57	Total	57.12	58.09	42.90	7.04	11.87	13.11

*Figures of 2017-18 are provisional, whereas of 2016-17 & 2015-16 are as per Annual Report, JMRC.

3.0 Comparison of first 36 months ridership among various Govt. Metro Railways 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	12	9	35	18	8
No. of Stations	18	13	9	26	16	8
Average daily ridership						
First 36 months	118530	22468	20759	16632 (35 months)	34638 (11.4 months)	9470 (9 months)

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

Bangalore Metro: New section of 5 km/ 7 stn added on 01.03.2014

Chennai Metro: New section of 9 km/ 5 stn, 1 km/ 1 stn, 7.4 km/ 7 stn & 7 km/ 6 stn added on 21.09.16, 14.10.16, 14.05.17 & 25.05.18

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

4.0 SPECIAL ACHIEVEMENTS:

- Special award from MoUD, GoI on 27.11.2015 under "Best Urban Mass Transit Project" category.
- State Level Award, 2015 for "Barrier Free Access" to Specially Abled (Divyang) Persons.
- State level "Rajasthan Energy Conservation Award, 2016" in Govt. deptt. category.
- State level "Rajasthan Energy Conservation Award, 2017" in Govt. deptt. & Comml. bldg. category.
- State level facilitation to "Shyam Nagar Mahila Shakti Station" on International Women Day, 2018

5.0 NON FARE BOX EARNING COMMITMENTS (Rs. in lacs per year):

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|---|----------------------|--|
| • Outdoor advertisement rights | (9 stations) | Rs. 1086 lacs |
| • Inside stations advertisement rights | (9 stations) | Rs. 203 lacs |
| • Inside trains advertisements rights | (10 trains) | Rs. 29 lacs |
| • ATM spaces leasing to Banks | (26 locations) | Rs. 79 lacs |
| • Roof Top Tower space leasing rights | (9 stations & depot) | Rs. 38 lacs |
| • Indoor Mobile Coverage rights | (9 stations) | Rs. 38 lacs |
| • Parking rights at stations & properties | (11 locations) | Rs. 37 lacs |
| TOTAL | | Rs. 1510 lacs (2 times than fare box revenue) |

6.0 INNOVATIONS IN OPERATIONS:

i) Enhanced Safety, Security & Operations Measures:

- Ultra Sonic Flaw Detection (USFD) testing of rail joints;
- GPS based OHE monitoring & Current Collection System: OLIVIR-G plus;
- Oscillograph Monitoring (OMS) & Cont. Rail Temp. (CRT) monitoring of track;
- Electronic Rail Greasing System, and 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, 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;
- Opening of both Platforms at UG Chandpole Station for trains from 30.01.2018;
- Commissioning of Heavy Interior Cleaning Shed & Effluent Water Treatment Plant;
- Daily running of 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;
- Levy of Rs. 4.50 lacs penalties on 2400 commuters under Metro Railways (O&M) Act.

ii) Economy in Operations:

- Operating Expenses as **Rs. 3.8 crore** per Route Kilometer, lowest among all metros;
- Energy audit led reduction in consumption by 60 lac units/saving of **Rs. 500 lacs per yr.**
- Revision of Electric Contract Demand of 20 MVA to 6 MVA from May, 2015 (prior to metro operation), effected 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 from 08.03.17, saving @ Rs. 0.65 per unit i.e. nearly **Rs. 65 lacs per year**;
- Rationalization & Review of Customer Facilitation Staff led to reduction by 175 outsourced staff, 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 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 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**;
- In house Institutional Training to the 50 new directly recruited SC/TO/CRA/JE/MNTR candidates by JMRC itself, has effecting revenue saving of **Rs. 150 lacs**.

iii) Multi Model Traffic Integration:

- Direct access to Metro Escalators, Lifts and Stairs in the Circulating area 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 at Jaipur Jn./IR;
- Surface Walk Way between Jaipur Jn. of Indian Railways and Railway Station of JMRC;
- Stoppage of all passing JCTSL buses at 8 metro stations;
- Display of Integrated time table of JCTSL buses and metro trains at all stations;
- Availability of signage indicating stoppage location of JCTSL buses at metro stations;
- Parking facilities at all 9 metro stations.
- 50 Tata Magic vehicles as Metro Feeder Service at CDPE, MSOR & NAMT station;
- App based Auto Rickshaw feeder service "Jugnoo", with 15% discount in fare;
- App based Public Bicycle Sharing service "Mobyicy" from MRSN, SICP & CDPE stn;
- App based Public Mobike Sharing service from MRSN & MSOR station.
- Planning of Battery Charging Stations for E-Rickshaws, free of cost by REIL.

iv) Energy Conservation Measures:

- 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;
- Idle mode operation activated in all 37 Escalators at stations.

v) 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 from 01.04.2016.
- First cashless metro in India, where even 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 Cards 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 Smart Cards at public places;
- 1,05,700 students of 825 institutions travelled in groups under special drive.
- Rs. 2.00 lacs in cash and 35 items lost by passengers were returned to the claimants;
- Introduction of Own Your Station (OYS) inspection scheme at metro stations;
- Green plants cluster near both entry/ exit in paid area of concourse at metro stations;

vi) Gender Sensitivity Steps:

- 77 working women staff (20%), highest percentage in any working metro in India;
- 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.

vii) Improvement in Working Environment:

- Celebration of Metro Vanotsav, opening of Marg Darshan Hall and Jharokha Model Room, 100 meter long wall paintings, a multi-color water fountain, eye soothing green patches and opening of Library cum Exhibition Hall at Mansarovar Depot.

viii) Improved Public Image Measures:

- 500 times increase in use of POS machines and 1.5 & 2 times increase in sale and top-up of Smart Cards were during demonetization period;
- 256 additional trains were run during Navratra to Diwali festival in Sept/Oct, 2017;
- On board passenger survey and online public survey to improve metro services;
- Launching of Jaipur Metro Mobile App;
- Barrier Free Access at metro stations for the Divyang persons;
- Walk Through Exhibition on Inception to Operation of Jaipur Metro during Diwali.

ix) Staff Welfare Measures:

- 60 flats purchased for transit accommodation from RHB, Opposite 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 three multi-speciality Health Check-up camps, three Eye camps and a Blood Donation camp organized, free of cost at Depot;