

JAIPUR METRO FARE PRODUCTS



JAIPUR METRO

SMART TICKETS



Ticket Type	Type of Fare Product		Fare Product Name
Contactless Smart Token (CST)	One Time Travel Purpose		Single Journey Token
	Exit Purpose		Paid Exit Token
			Free Exit Token
Contactless Smart Card (CSC)	Store Value Cards	Store Value – 1 (SV - 1)	Multi Purpose Card
		COMBO (12)	JMRC/HDFC Bank Co-Branded Smart Card
	Tourist Cards	One-day Tour Card	Tourist Card
		Three-day Tour Card	

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SMART TICKET

CONTACTLESS SMART TOKEN (CST)



Description	Features
Colour	Jaipur Pink & Green
Purpose	Single Journey Token
Issued from	Ticket Office Machine (TOM): By Cash, Ticket Vending Machine (TVM): By Cash & Nominated Customer Care Centre (CCC): By Cash, Master/Visa Credit-Debit Card, JMRC Smart Card
Maximum sale at a time	06 Tokens per passenger
Validity	Use within 30 minutes from sale time
Permissible, length of time to stay in paid area	Maximum 60 minutes for entry at one station & exit from another station and 20 minutes for entry/exit from same station
Refund	No refund if used. Full amount from CCC if not used or in case of failure of revenue services. No partial refund.
Found without ticket/valid ticket in paid area	May exit by paying penalty of Rs. 50/- plus maximum fare of system.
Overstepped Journey	May exit paying additional fare of the overstepped stations.
Overstaying in paid area	Rs. 10/- per hour or part thereof, Upto maximum Rs. 50/-

Note: For any clarification/ features, Business Manual for Fare Collection System of JMRC shall prevail.

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SMART TICKET

CONTACTLESS SMART CARD (CSC): MULTI PURPOSE (SV-1)



Description	Features
Issue/Sale from	Customer Care Centre (CCC) or nominated TOM or authorized
Purpose of use	Daily Commuter Store Value card (transferable i.e. may be used by any person)
Minimum sale cost	Rs. 50/- security and Rs. 50/- add value (Rs. 100/- per card) either by cash or any Credit-Debit Card
Add Value	Minimum Rs. 50/- and in multiple of Rs. 50/- upto Rs. 1000/-
Validity of electronic value	3 years from date of sale and Shall extend further to 10 years from date of last add value.
Discount on every journey	10%
No Discount	If entry & exit from same station and Entry/ Exit mismatch
Refund	Electronic balance in cash not refundable from 01.04.2017
<ul style="list-style-type: none"> i. Physically OK & electronically readable ii. Physically damaged & electronically readable iii. Physically damaged & electronically unreadable iv. Physically OK & electronically unreadable v. Expired Card 	<ul style="list-style-type: none"> i. From CCC, maximum Security Deposit upto Rs. 25 will be refundable after deducting processing charge of Rs. 25. ii. Only fresh card shall be issued by adjusting remaining electronic balance, and difference amount, if any shall be charged. iii. No refund iv. Only fresh card shall be issued by adjusting remaining electronic balance plus security deposit, and difference amount, if any shall be charged. v. No refund.
Penalties & Surcharges	
<ul style="list-style-type: none"> i. Overstaying in paid area ii. Lost Smart Card 	<ul style="list-style-type: none"> i. If more than 60 minutes when Entry/Exit from different station & 20 minutes from same station, then : Rs. 10/- per hour or part thereof and maximum Rs. 50/- ii. Neither to be replaced nor refunded/ blacklisted
Top-up facilities	<ul style="list-style-type: none"> i. Through cash at CCC or nominated TOM. ii. Through cash at Ticket Vending Machines. iii. Through POS machine at CCC using debit/credit card. iv. Through web recharging www.jaipurmetrosmartcard.in v. Auto topup, if advance authorization to bank is given.
Minimum value in card to enter	Minimum electronic balance equivalent to minimum fare
Negative electronic balance	Allowed to exit if entered. Difference of fare amount shall be adjusted from security if refund asked or from subsequent add value operation

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CONTACTLESS CO-BRANDED (COMBO) SMART CARD: COMBO 12 (HDFC/JMRC)



Description	Features
Type	HDFC debit cum JMRC Smart Card
Issue/ Sale from	Designated branch(s) of HDFC Bank
Functionality on JMRC System	Similar to JMRC Smart Card (SV - 1)
Top-up facility	<ul style="list-style-type: none">i. Through cash at CCC or nominated TOMii. Through cash at TVMiii. Through POS machine at CCC using debit/credit cardiv. Through web recharging www.jaipurmetrosmartcard.inv. Auto topup, if advance authorization to bank is given.
Validity	As mentioned on the debit card subject to contract is alive between HDFC & JMRC
Discount	As applicable on JMRC Smart Card (SV – 1)
Refund	<ul style="list-style-type: none">i. Through HDFC bank onlyii. Refund of net amount, after deducting surcharge of Rs. 25/-, shall be accredited to the bank account and card will be blacklisted for use in JMRC
Lost Combo Card	<p>HDFC bank can only block usage of the card.</p> <p>On advice of bank, JMRC will blacklist it & refund JMRC electronic balance minus Rs. 25/- processing fee to HDFC bank account.</p> <p>Further, HDFC Bank will transfer the amount to customer</p>
Replacement of Combo Card	Not allowed/ carried out by JMRC. To be dealt by HDFC bank only.
Penalties and surcharges	As per JMRC Smart Card (SV - 1)

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TOURIST CARD (ONE-DAY AND THREE-DAY TOUR CARD)



Description	Features
Type	One - day & Three - day tour card
Purpose	Unlimited rides as per type of card
Validity	3 years from date of issue likewise SV-1 card
Usages	Unlimited ride; one-day tour card for 1 business day and three-day tour card for 3 consecutive business days including first use day
Value	One-day card at Rs. 150/- & Three-day card at Rs. 250/- incl. security of Rs. 50/- (Refundable)
Discount	Nil
Refund	i. From CCC only & Rs. 50/- security will be refunded ii. If not used, than full refund
Penalty and surcharge	Nil, but valid for one person at one time

FOR GROUP JOURNEY

Description	Features
Type and where to get	Paper ticket through CCC
Requirement	If group exceeds 20 and upto 100 people and no relaxation even to child below 3 feet height
Time limit in paid area for single journey	90 minutes from entry to exit at different stations
Overstaying in paid area in system	Rs. 10/- per hour or part thereof per person with maximum Rs. 50/- per person in a group
Overstepping in the system	May exit after paying difference of fare for complete group through side/non AFC gate
Refund	Not allowed
Return Journey	Not permitted
Discount	10% on total fare of the group

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