

### **SMART TICKETS**



Ticket Type	Type of Fare Product		Fare Product Name
Contactless Smart Token	One Time Travel Purpose		Single Journey Token
(CST)	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
		One-day Tour	
	Tourist	t Card Tourist Card	Tourist Card
	Cards	Three-day	Tourist Card
		Tour Card	

# JAIPUR METRO FARE PRODUCTS SMART TICKET

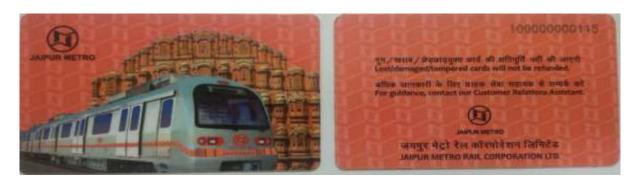
#### **CONTACTLESS SMART TOKEN (CST)**



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	Maximum 60 minutes for entry at one station
paid area	& 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	May exit by paying penalty of Rs. 50/- plus
paid area	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/-

#### **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 3 years from date of last add value.
Discount on everyjourney	Nil (if fare less than Rs. 10/-),
	10% (if fare Rs. 10 or more but less than Rs. 20/-),
	15% (if fare Rs. 20 or more)
No Discount	If entry & exit from same station and
	Entry/ Exit mismatch
Refund	Electronic balance in cash not refundable from 01.04.2017
i. Physically OK & electronically	i. From CCC, maximum Security Deposit upto Rs. 25 will be
readable	refundable after deducting processing charge of Rs. 25.
ii. Physically damaged &	ii. Only fresh card shall be issued by adjusting remaining
electronically readable	electronic balance, and difference amount, if any shall be
5	charged.
iii. Physically damaged &	iii. No refund
electronically unreadable	Control control all the control of the control of
iv. Physically OK & electronically unreadable	iv. Only fresh card shall be issued by adjusting remaining
unreadable	electronic balance plus security deposit, and difference amount, if
v. Expired Card	any shall be charged. v. No refund.
•	v. No returid.
Penalties & Surcharges	
i. Overstaying in paid area	i. If more than 60 minutes when Entry/Exit from different
	station & 20 minutes from same station, then:
ii Loot Smort Cord	Rs. 10/- per hour or part thereof and maximum Rs. 50/-
ii. Lost Smart Card Top-up facilities	ii. Neither to be replaced nor refunded/ blacklisted     i. Through cash at CCC or nominated TOM.
Top-up facilities	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

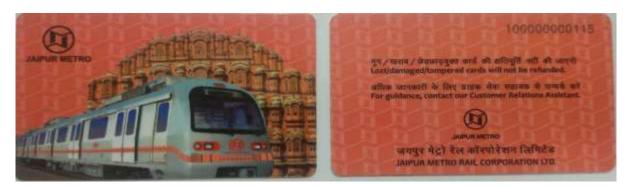
#### **SMART TICKET**

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



Description	Features	
Туре	HDFC debit cum JMRC Smart Card	
Issue/ Sale from	Designated branch(s) of HDFC Bank	
Functionality on	Similar to JMRC Smart Card (SV - 1)	
JMRC System		
Top-up facility	i. Through cash at CCC or nominated TOM	
	ii. Through cash at TVM	
	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.	
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	i. Through HDFC bank only	
	ii. 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	HDFC bank can only block usage of the card.	
	On advice of bank, JMRC will blacklist it & refund JMRC	
	electronic balance minus Rs. 25/- processing fee to HDFC	
	bank account.	
	Further, HDFC Bank will transfer the amount to customer	
Replacement of	Not allowed/ carried out by JMRC.	
Combo Card	To be dealt by HDFC bank only.	
Penalties and	As per JMRC Smart Card (SV - 1)	
surcharges		

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



	Features	
Description		
Туре	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. 100/- & Three-day card at	
	Rs. 200/- 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	90 minutes from entry to exit at different
journey	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