



# Hyderabad Metro Rail

## How To Use Metro



**MY CITY**  
**MY METRO**  
**MY PRIDE**



## How to Access the Station

All the three levels (street, concourse and platform) of our stations are equipped with staircases, elevators and escalators.

### Staircases

We recommend our passengers to use the staircases in order to stay fit and avoid bottle necks.

### Escalators

- ☑ Place your feet firmly facing the moving direction of the escalator.
- ☑ Do not walk or sit on the escalators.
- ☑ While boarding the escalators, keep to your left and hold the hand rail firmly for your safety.
- ☑ Passengers accompanied with children are recommended to hold their child's hand firmly while using the escalator.
- ☑ Passengers in loose outfit like saree, dupatta etc., need to be more attentive.
- ☑ Move away from escalator after reaching the destination.
- ☑ In case of emergency, press red emergency stop button located at the bottom, center and top of the escalator.

### Elevators

- ☑ Our stations are equipped with elevators to facilitate special needs, visually impaired and senior citizens.
- ☑ Passengers with heavy luggage, baby cart or trolley baggage are recommended to use elevators.





# How to Buy your ticket

## Buy your Tokens

Tokens are more preferable for the passengers who occasionally commute by Metro Rail.

- ☑ Below are the options to buy a token
  - 📄 Ticket Office Machine (TOM) - Ticketing counters located in unpaid area of concourse level
  - 📄 Ticket Vending Machine (TVM) - To avoid queue in the counter, buy your token from Ticket Vending Machine which are located beside TOM.

## Buy or Top-up your Smart Cards

Smart Cards are recommended for the passengers frequently commuting by Metro Rail which serves as a wallet for a seamless and efficient travel experience.

- ☑ Buy your smart card at below locations
  - 📄 Ticket office Machine (TOM) - Ticketing counters located at unpaid area of concourse level
  - 📄 Online on our Website and collect it from TOM of the desired station of your choice.
- ☑ Top-up your smart card at below locations
  - 📄 Ticket office machine (TOM) - Ticketing counters located in unpaid area of concourse level
  - 📄 Ticket vending machine (TVM) - Located in unpaid area of concourse level and beside TOM
  - 📄 Add value machine (AVM) - Located in paid area of concourse level
  - 📄 Online on our Website

Note: - Online transactions can be done through Bank Cards (debit/credit), Online Payment, Paytm and Jio Money.





## How to pass through security check and enter the paid area

The entry and exit gates are located in the four sides of concourse level of the stations, dividing the station into:

- ✓ Paid area – The Passengers with a valid ticket are only allowed to access the paid area and board the train.
- ✓ Unpaid area – This includes the complete street level and a part of concourse level such as retail area, ticketing area till the security check.

### Security Check

To ensure safety and security of passengers in Hyderabad Metro Rail, all stations are equipped with:

- ✓ X Ray Baggage Scanner
- ✓ DFMD – Door Frame Metal Detector

Limit your baggage to 10 kg not exceeding 60 cm (Length) x 45 cm (Breadth) x 25 cm (Height) in size (TBD)

### Entry and Exit Gates

The automatic gate opens for each customer to pass through by presenting the token or smart card at the reader terminal of gate and closes once the customer has entered through it. Smart card and token are not required for a child below 90cm/ 3feet of height, so keep them in front of you very closely or hold their hand or carry the child in your hands while passing through the gates.

### All stations are equipped with three types of gates.

- ✓ Entry Gate – Enables the passenger to enter into paid area
- ✓ Exit Gate – Enables the passenger to exit from paid area
- ✓ Bi-directional/Wide gate – Enables the passenger in wheelchair to access the stations.

Remember the token has to be retained safely and drop at the exit gate in the station of your destination.





## How to find your way in the station

We are committed to provide an easy and comfortable journey to our passengers. All metro stations are well equipped with different modes of communication to keep our passengers updated with required information.

The different modes of communication available in metro stations and trains are:-

- ❑ Passenger Information boards like network map, station layout, local area map, time table, fare chart, Do's & Don'ts etc.,
- ❑ Way finding Signage are available in all levels of station to facilitate passengers for easy and safe journey.
- ❑ Emergency evacuation plan and emergency exit signage help passengers to find their way to exit the station safely in case of any emergency.
- ❑ Tactile flooring enable visually-impaired passengers to access and exit the station smoothly
- ❑ Passenger Information Display boards & Audio announcement to keep the passengers informed on train and station operations.
- ❑ Help Points on the platforms enable passengers to contact Station Controller in case of an emergency.
- ❑ An Emergency Call button inside train enable passengers to get in touch with Train operator for any assistance required.
- ❑ Our station staff are available at Customer Service Center in all stations for any further information required.







## How to board and exit the train

Your Safety is our First Priority! Our platforms are designed keeping in mind the safety and security of our passengers.

We ensure the same by providing passengers with all the required facilities and standard guidelines while boarding and exiting a train.

- ✓ For your safety, stand behind the yellow line of platform to keep a safe distance between the arriving train and the platform. It should only be crossed when a train has arrived and doors of the train are open for boarding.
- ✓ Before boarding the train, please form a queue on the platform at both the ends of train doors along the yellow way finding arrow signage on the floor and please allow the passengers to exit the train first.
- ✓ Once you board the train, find a seat for yourself. If not available, search for a hand rail and hold on to it firmly. Please offer your seat to the needy like senior citizens, children and women.
- ✓ We seek your help in maintaining metro trains neat and clean. This is your metro and your pride. Please do not eat or drink inside metro.
- ✓ All our trains can be easily accessible by differently-abled passengers. Designated spaces are available for wheelchair users in the first and the last coach of the train.
- ✓ The visually prominent flashing red 'Door Closing' light on the train doors and vocal announcements warn the passengers about the closing of doors. These warnings ensure no passenger is coming in the way of closing doors.
- ✓ Our highly trained staff will be available to guide passengers in case of huge passenger flow on platform to avoid crowding to ensure safety of all.





## How to Exit the station and to reach your final destination

All the platforms and concourse level are equipped with Staircases, Elevators and Escalators for the convenience of our Passengers.

### ☑ **Platform to Concourse Level**

- ☞ The way-finding signage on platform guides you to reach the concourse level. Tactile floor signage are available to guide the visually-impaired passengers.

### ☑ **Concourse level to Street level**

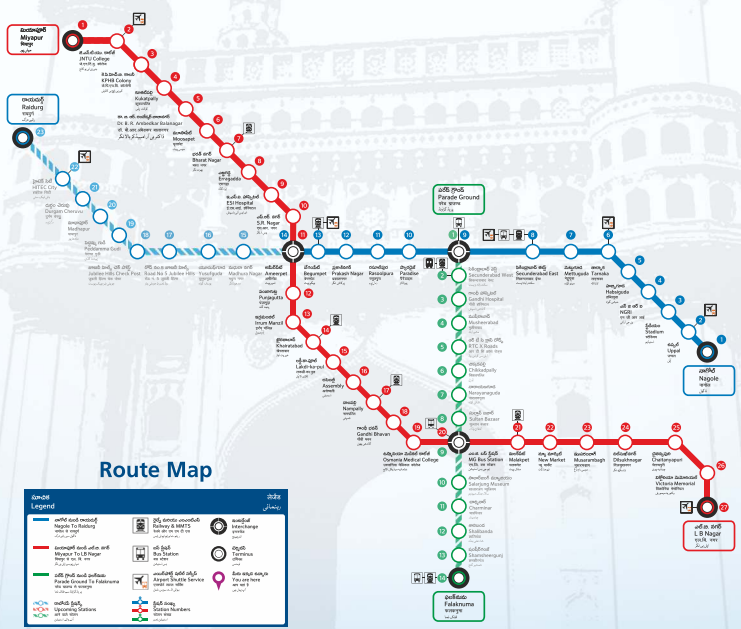
- ☞ You can select any of the exit point (A/B/C/D) with specific neighborhood points referring to Local Area map that facilitate in making the choice of the correct exit point that is closest to your final destination or connecting bus stop.
- ☞ To exit the system, please present your smart card or drop the token at the selected exit point.

### ☑ **Street level to final destination**

HMR has taken special efforts in extending passengers with few facilities for seamless and stress less journey in reaching their destination.

- ☞ Side talks which connect to nearest locations from the station,
- ☞ Hire and use bicycles,
- ☞ Pickup & drop points at street level of our station for TSRTC buses, shuttle buses, cabs and auto rickshaws.





*"We're here to assist!"*

**Reach us**

**"We're  
here to  
assist!"**

## Reach us

**040 - 2333 2555**

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Visit us: [www.ltmetro.com](http://www.ltmetro.com)

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