Dear Metro Passenger,

You are now a world-class commuter, all set to zoom through the city.

Hyderabad Metro is an urban rejuvenation effort to transform Hyderabad into a people-friendly ‘green’ city.

Hyderabad Metro is here to offer you excellent service, safety & security, seamless and fun-filled journey to your destination in an eco-friendly mode of transport with a greater accessibility, convenience, comfort and hygiene.

We seek your continued support through our journey together for a better Hyderabad. Let’s join hands together to make Hyderabad a cleaner, greener and safer city to live.

We count on your feedback to help us make the Hyderabad Metro even more efficient.

Hi-tech, futuristic, environment-friendly and time-saving, the Hyderabad Metro was created just for YOU!

Shivanand Nimbargi
CEO & MD
L&T Metro Rail (Hyderabad) Limited

Need any help!

"We're here to assist!"

Reach us
040 - 2333 2555
customerservice@ltmetro.com

Visit us: www.ltmetro.com

Follow us:  Facebook  Twitter
We strive to improve our operations continuously and ensure an excellent service!

- **Punctuality**: We assure our trains arrive and depart as per the scheduled time during peak hours as well as off peak hours.
- **Reliability**: We assure 99% availability of our scheduled services
- **Disruptions**: During planned and unplanned disruptions, we ensure you a seamless journey by providing an alternative means of transport
- **Continuous assessment and improvement**: To ensure the continuous improve of our services, our operations are audited and assessed regularly.
We work closely with the local authorities to ensure safety and security at our stations and on board our trains. To eliminate the possibility of crime, trespass, vandalism & any kind of accident, we have put in place the following initiatives:

**For your safety**

- Specially designed anti slip flooring
- All staircases with hand railings to hold firmly
- All escalators have three emergency stop buttons
- All the elevators have emergency help point in case of emergency
- Safety announcements and messages will guide you at all times
- Passenger help point on platforms and an Emergency call button in trains enable you to get support when required
- An emergency stop button on the platform to stop the train from entering the station
- Automatic doors of the train are programmed to stop for any obstruction and the trains will not start till the doors are closed
- Passengers with contagious diseases are restricted from using the metro services. Please refer our website for more details.

**For your security**

- Closely and continuously monitored on CCTVs at stations and on board of the trains
- Ensure efficient lighting on entire Metro System
- Trained Security guards at key locations of Metro system
- All stations have baggage screening and Door Frame Metal Detector
To ensure you have a smooth journey, we provide all the information you need and help you plan your trip. You can:

- Provide real time information on digital screens at stations and in trains
- Call 040-2333 2555, our Customer Call Centre
- Log onto www.Ltmetro.com
- Meet our frontline staff at:
  - Customer care office on station
  - Ticketing office
- Handy leaflets available
- In case of any disruption or delay in our services, we keep our passengers informed

**Buy Your Metro Token / Smart Card**

You can buy tickets in all stations at

- Our ticketing offices and user-friendly Ticket vending machines
- You can pay by cash or with all major credit and debit cards
- You can top up your smart card at our ticketing office, ticket vending machine and add value machine. On line Top up and Auto top up are also possible
- Ticketless travelling is an offence and will be penalized.

**Lost and found items**

If you lose (or find) any item, please contact any metro station office or the Customer Service Call Centre.
Accessibility

We are committed to meet the travelling needs of all of our passengers - especially those with special needs.

- Stairs, elevators and escalators are available at all the Metro stations
- Way-finding and tactile floor signage help the visually impaired
- Dedicated spaces available for wheel chair passengers on our trains
- Specially designed toilets are available for those with special needs
- Ensure clear announcements and display of messages on our stations and trains
- Our frontline staff are trained to handle passengers with special needs
- Contact our Customer care center at stations for any assistance required
- Metro stations are equipped with several facilities including retail stores, restaurants/ coffee shops, medical stores, ATMs etc.,
Comfort and Convenience

Service roads under all metro stations provide inter model connectivity by allowing other transportation systems to drop and pick you up right in front of the stations, thus ensuring uninterrupted commuting.

We permit you to take foldable bicycles in our trains during off-peak hours.

Sidewalks and skywalks will connect the metro stations to nearby locations.

Metro rail is being integrated with major railway and MMTS stations as well as bus depots.

Cleanliness

- We regularly maintain our metro stations and trains and ensure they are neat and clean so that you have a pleasant and comfortable journey all the times.
- Following activities are prohibited and non-compliance results in punishment/penalty.
  - Eating
  - Littering
  - Spitting
  - Graffiti
  - Urinating
The metro is an eco-friendly system. It reduces the carbon footprint of the city by reducing the need for low-capacity-high-pollution vehicles and carrying more people faster and further. It causes no air pollution and lower sound pollution. It efficiently manages its power consumption. Extending our eco-focus beyond the premises of the metro by providing our passengers with the hire and use facility of bicycles.