***Interviewer****: Yashwanth Gundlapally (4016 4633)*

***Interviewee****: Adhik Chandran (Email ID: adhikchandran@gmail.com)*

***Interviewer:***  *What kind of interface do you prefer at the TVM? (Button operated, Touch screen, Both)*

***Interviewee*** *: I prefer both because it will be more convenient for the users in all seasons especially in winter people will be wearing gloves and touch screen might not work, and also another example why I prefer both is during the time of pandemic few people will be wearing gloves to avoid the spread of the diseases so if people are wearing some kind of protection to hands then it is highly likely that touch screens might not respond. In all other cases people use buttons and in other normal circumstances touch screens are preferable.*

***Interviewer:***  *As a frequent user, do you prefer to buy the printed ticket or to reload your OPUS card?*

***Interviewee****: As a frequent user, I prefer to reload the OPUS card because it saves lot of time while traveling. If I need to purchase ticket every time then I should always plan ahead and start early every time whenever I go out. So, I prefer to reload the OPUS card.*

***Interviewer:***  *So is there any other problem that you are facing with the current?*

**Interviewee**: According to me it would be more convenient If there is a tap option while purchase the tickets using TVM as it will reduce the time for each transaction and the queues to purchase the ticket can be reduced.

***Interviewer:***  *Did you face issues while making the payment if so please select the mode of payment you did at the time you faced the issues (Please select the option only if you faced issue multiple times more than twice or thrice) ?*

***Interviewee****: I have recharged my metro card multiple times I didn’t face any issue but when I use the TVM for the first issue it was confusing for me to understand where to place my OPUS card on the TVM and where to use Debit/Credit card to purchase the ticket. According to me it is due to lack of proper instructions. Some seconds video/proper instructions might solve this problem according to me.*

***Interviewer:***  *Should there be a discount for Students and elderly people on fares?*

***Interviewee*** *: Yes, It is absolutely important if the fares are discounted for the students and elderly people because most of the people in this category will be hardly earning their money for their livelihood and it would become more difficult for them if the tickets prices are too costly for them to purchase as they can’t afford the prices to commute in metro. So, according to me it’s highly important for students and elderly to offer tickets in reduced prices.*

***Interviewer:***  *What type of pass do you purchase the most? (Daily, Weekly, Monthly, One way, Two way)*

**Interviewee**: I prefer monthly because I use the metro card every day for commuting but I suggest keeping day pass, single trip, multiple trips, weekly, weekend pass. Etc., so that it will be easy for the people to use the metro whenever they are in need, and they will be paying for what they use.

***Interviewer:***  *Which kind of payment receipt will be more convenient for you? (Paper receipt, e-receipt)*

**Interviewee**: I, personally prefer paper receipt because after recharging sometimes due to some glitches the metro card won’t work. I personally faced this issue, in this case it would be easy for someone to raise a complaint and produce the proof of receipt as purchase so that it would be easy to track the issue.