
Document Title: Passenger Services Notice – Digital Ticketing Upgrade

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Issued By: Director of Operations, Kochi Metro Rail Limited

To enhance commuter convenience and reduce dependence on paper tickets, Kochi Metro is implementing an upgraded Digital Ticketing System effective from 01 October 2025.

Key Features:

1. QR Code Tickets: Passengers can now purchase single-journey and return tickets via Kochi1 app and scan directly at AFC gates.
2. UPI & Wallet Integration: Payment options expanded to include UPI, RuPay, and mobile wallets.
3. Smart Card Auto-Top-Up: Smart cards can be linked with bank accounts for seamless recharging.
4. Multi-Lingual Support: Ticketing app updated with English, Malayalam, and Hindi options.
5. Green Initiative: Reduction of paper tickets by 60% within the first six months.

Implementation Schedule:

- Pilot testing at Aluva, Maharaja's College, and Pettah stations between 20–27 September | 2025.
- Full rollout across all 22 stations by 01 October 2025.
- Passenger awareness campaign to run from 22 September onwards.

Passenger Advisory:

During the transition phase, traditional paper tickets will continue to be available. Commuters are encouraged to download the Kochi1 app and register in advance for faster onboarding.

Enforcement:

From 01 November 2025, passengers found misusing QR codes or duplicate tickets will be penalized under the Metro Railway (Operations & Maintenance) Act, 2002.

KMRL's Operations & IT Divisions will jointly oversee this initiative, with periodic monitoring by the Finance Department.