**Chat Bot Queries & Responses**

* All FAQs should be added that are already on www.delhimetrorail.com/faq

**QR Paper ticket & Mobile QR related queries & responses**

| **Sr.No.** | **Query** | **Response** | **Reference** |
| --- | --- | --- | --- |
| 1. | What is a QR ticket? | QR code-paper tickets have been introduced on all lines for traveling in DMRC. | Press Release dated 08.05.2023 |
| 2. | Is QR ticket refundable? | No, QR tickets are non-refundable. | Press Release dated 08.05.2023 |
| 3. | Is there any time limit to enter the system after purchasing QR tickets? | Passengers will be able to enter within 60 minutes from the time of issuance of QR based paper ticket. The same will be get invalid and neither sell the passenger get entry from the station not shell any refund be granted. | Press Release dated 08.05.2023 |
| 4. | Can I travel with a phone image or a copy of a QR based paper ticket? | Any phone image or copy of QR based paper ticket and passengers with such image or copy shall be treated as without valid ticket and shall be dealt as per existing rules of DMRC. | Press Release dated 08.05.2023 |
| 5. | How will the QR ticket be issued? Fare price wise or Station wise? | At present QR based paper ticket will be issued station-wise only i.e. from one station to another station. | Press Release dated 08.05.2023 |
| 6. | Can I exit prior to my destination with a QR ticket? | Yes, passengers can exit prior to their destination. In case of any inconvenience contact the customer care centre of the metro station. | Press Release dated 08.05.2023 |
| 7. | Can I exit prior to my destination with a QR ticket? | Yes, applicable surcharge (difference of fare) will be collected from the passenger. In case of any inconvenience contact the customer care centre of the metro station. | Press Release dated 08.05.2023 |
| 8. | My QR ticket is not working at the entry/exit AFC gates. What to do now? | Contact the Customer Care Centre of the metro station. | - |
| 9. | Is a separate receipt issued for a QR ticket? | NO, QR paper is receipt cum ticket. | - |
| 10. | I lost my QR ticket. What to do now? | Passengers will be considered as without Ticket. Contact customer care. | - |
| 11. | Are return QR tickets available? | NO | - |
| 12. | Any other enquiry related to QR. | Contact Customer Care Centre of metro station or call 24\*7 helpline | - |
| 13. | Can I get a refund of the balance fare if I get down at a station before the destination? | No | - |
| 14. | What are mobile QR tickets? |  | Response may be taken from concerned wing |
| 15. | Which APP is required to generate mobile QR ticket? |  | Response may be taken from concerned wing |
| 16. | How many passengers can travel on a single QR/Mobile QR? |  | Response may be taken from concerned wing |
| 17. | Any other information related to QR. | Call us on 155370 |  |

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# **Fare & Tickets related queries & responses**

| **Sr.No.** | **Query** | **Response** | **Reference** |
| --- | --- | --- | --- |
|  | How is fare calculated between two stations? | Fare is fixed on the basis of distance between the stations.  In case of multiple interchange options, fare is calculated by the shortest route between origin and destination stations. | https://www.delhimetrorail.com/faq-tickets-fare |
|  | What should I do if I lose my Ticket/token/card? | You should approach Customer Care Centre at your destination station. You will be treated without ticket & shall be **charged Maximum**. Fare + Rs 50/-, In case later on passenger approaches that Token/Card is recovered, no refund is permissible & token shall be confiscated. | https://www.delhimetrorail.com/faq-tickets-fare |
|  | I tried to buy a token digitally from TVM installed at the metro station. Amount deducted from my account token not dispensed, now what to do? | Contact Customer Care Centre with failure receipt. |  |
|  | Can I recharge my smart card through online Modes? | Yes, Smart card can be recharged digitally through various platforms e.g. Paytm,PhonePe,Amazon, dmrcsmartcard.com |  |
|  | After doing an online recharge, the amount did not reflect in my card. Why? | After completion of Online Payment, Visit Add Value Machine (AVM) for top up. Show your Smart Card on AVM, Press Add Value button on Screen of AVM to complete the recharge process. | https://www.dmrcsmartcard.com/FAQ.aspx#chapter-1 |
|  | While recharging my smart card through an online platform, I entered the wrong smart card number. What to do now? | DMRC will not be liable if you enter an incorrect Engraved ID. Please note that this may lead to a recharge of another card.  If the web top-up is not availed within stipulated time on that card at AVM, the add value amount will be refunded back to source account within 11 to 30 days after deducting 2.5% of recharge value. | https://www.dmrcsmartcard.com/FAQ.aspx#chapter-1 |
|  | I tried to buy a token/recharge smart card from TVM through cash. Amount inserted but Smart card not recharged/token not vended. | Contact Customer Care Centre with failure receipt. | - |
|  | What do I do if I lose my card after doing online recharge but before showing it at AVM? | If card is lost by the commuter after web top before presenting it to AVM, then if top up on that card is done by another person, then DMRC is not responsible for this as all the smart cards issued by DMRC are anonymous. But if top up on that card is not done at AVM then DMRC will return the top up amount after deducting 2.5% of recharge value. | https://www.dmrcsmartcard.com/FAQ.aspx#chapter-1 |
|  | How to register cards on DMRC and other online recharge related issues. | Passenger may visit  https://www.dmrcsmartcard.com/FAQ | https://www.dmrcsmartcard.com/FAQ |
|  | After doing an online recharge, the amount did not reflect in my card. Why? | After completion of Online Payment, Visit Add Value Machine (AVM) for top up. Show your Smart Card on AVM, Press Add Value button on Screen of AVM to complete the recharge process. | https://www.dmrcsmartcard.com/FAQ |
|  | Will I be able to show my card on AVM immediately after doing Web Top Up? | Yes, as soon as you complete the payment through web Top Up, Go to Add Value Machine (AVM) installed (Near EFO/Customer Care) on all metro stations (Including Airport Express Line). Show your Smart Card on AVM, Press Add Value button on Screen of AVM to complete the recharge process. | https://www.dmrcsmartcard.com/FAQ |
|  | Can I recharge my card the day I bought it? | No, sale of card to patron & Web TopUp of card on the same day is not possible. It can be done from the next day onwards. | https://www.dmrcsmartcard.com/FAQ |
|  | After doing Web TopUp, I do not want to go to AVM, will my money be refunded? | If the web top-up is not availed on the card at AVM in stipulated time, the amount will be refunded back into customer's source account within 11 to 30 days after deducting 2.5% of recharge value. | https://www.dmrcsmartcard.com/FAQ |
|  | Can I cancel my transaction? | No. Once you have completed the payment, you cannot cancel it. However, if the web top-up is not availed on the card at AVM, the amount will be refunded back into customer's source account within 11 to 30 days after deducting 2.5% of recharge value. | https://www.dmrcsmartcard.com/FAQ |
|  | Can I do multiple Add Values before going to AVM? | Yes, but the maximum value that will be maintained in your card is Rs. 3000.00 (at present) | https://www.dmrcsmartcard.com/FAQ |
|  | Can I check my card balance online? | No, You may check balance and last five transactions of smart card at AVM Installed Near Customer Care at Metro stations | https://www.dmrcsmartcard.com/FAQ |
|  | How to top up on AVM? | After recharging the smart card through web portals/APP, show the smart card on AVM(Add Value Machine) installed near the customer care centre of each metro station, click on validate, wait till the recharge process to complete. |  |
| 18. | What precautions are to be taken while using Smart Card? | Show your card at the entry gate , every valid entry is to be followed by valid exit. In case of entry/exit mismatch, penalty/surcharge equivalent to highest value transaction among the last five journeys performed will be charged. | https://www.delhimetrorail.com/faq-tickets-fare |
| 19. | Is there any condition when 10% discount is not available in Smart card? | Yes,  A) If it requires any adjustment on account of mismatch (errors).  B) If passenger made entry and exit from same station. | https://www.delhimetrorail.com/faq-tickets-fare |
| 20. | What is the definition of physically damaged Smart Card? | Smart Card is considered as damaged if:  a) Smart Card is in bent condition (when Smart card is placed on flat surface, all the four corners are not touching the surface). Visible mark /crease on Smart Card.  b) Smart Card has visible cut mark or corner is cut.  c) Smart Card surface is badly worn out and/or engraved ID is not visible.  d) Smart Card is having hole, mark of staple, punched, burnt, laminated with other items, chemically treated, etc.  e) Smart Card is broken or any part damaged. | https://www.delhimetrorail.com/faq-tickets-fare |
| 21. | Can I use NCMC in Delhi metro? | Yes, presently at Airport Express Line |  |

# **Miscellaneous**

| **Sr.No.** | **Query** | **Response** | **Reference** |
| --- | --- | --- | --- |
| 1. | What etiquette should be followed during the journey in the metro? | • Do stand in queue.  • Do limit your baggage to 15 Kgs.  • Do stand on the left side of the escalators and while moving keep to the right.  • Do move away from escalators immediately after use.  • Do make way for the differently abled.  • Do remember that the train stops for up to 30 seconds only.  • Do show your tickets to Metro personnel, when asked to.  • Do consider the comfort of your fellow passengers.  • Do abstain from drunken and unruly behavior.  • Do take care of your valuables.  • Do contact Metro personnel for assistance at 155370 and security helpline no. 22185555.  • Do give preference to differentially able sick and senior citizens.  • Don’t bring eatables inside the station premises.  • Don’t bring pets inside.  • Don’t smoke.  • Don’t carry firearms.  • Don’t travel without your smart card or token.  • Don’t jump over the AFC gates.  • Don’t share your card or token with another person on the same journey.  • Don’t cross the yellow line on the platform.  • Don’t step onto the Metro tracks.  • Don’t travel on the roof of the train.  • Don’t try to force the doors open.  • Don’t deface or put up posters inside the Metro station or train.  • Don’t step on the tactile meant for the visually impaired. |  |
| 2. | How to check the destination of the trains? | Passenger may check the destination display at front, back and external side panel for information of passengers | - |
| 3. | What is the train timings on sunday? | metro services on Magenta line, Pink line, Jahangir Puri-Samaypur Badli, Badarpur-Raja Nahar Singh, Mundka-Brig. Hoshiar Singh, Electronic City-Noida City Centre, Dilshad Garden-Shaheed Sthal (New Bus Adda), Dhansa-Dwarka (Grey Line) section of the Delhi Metro starts from 8 AM only on Sundays. | - |
| 4. | What are the facilities available for ladies commuters? | Same is available on our website https://www.delhimetrorail.com/facilities-for-women-passengers | https://www.delhimetrorail.com/facilities-for-women-passengers |
| 5. | I want to buy kiosk/Shop at metro stations. | Write us at helpline@dmrc.org |  |
| 6. | I want to advertise at the metro station. | Contact the concern ad agency communications address displayed at advertisement panels |  |
| 7. | I want to give feedback/lodge complaints. | You may write us on helpline@dmrc.org. |  |
| 8. | Are there ladies coaches available in Delhi metro? | Yes, First coach in the traveling direction is reserved for ladies on all lines except the Airport Express Line. |  |
| 9. | Who other than women can travel in those coaches? | Male Children up to the age of 12 years are only allowed to travel in ladies coach if accompanied by a women passenger. | https://www.delhimetrorail.com/search/ladies |
| 10. | What are facilities for Person With Disabilities & Visually Impaired Commuters? | Same is available on our official website https://www.delhimetrorail.com/facilities-for-differently-abled-passengers |  |
| 11. | In which coach Person With Disabilities/Divyangjan/Visually Impaired Person are allowed to board? | They are boarded in the first coach of the train to ensure smooth boarding and de-boarding as well as to ensure timely assistance. |  |
| 12. | Where can I get information about delay or failures in train services? | Contact 24x7 DMRC helpline number 155370 or download our official APP from Play/APP Store or follow us of social media @officialdmrc or stay in touch on our official website. | https://www.delhimetrorail.com/faq-helpline |
| 13. | Is your helpline 155370 toll free? | No, DMRC helpline no. 155370 allotted by Dept. of Telecom is a category-II type which is calling party pay basis. |  |
| 14. | Unable to connect on 155370. | Contact your telecom service provider or you may write us on helpline@dmrc.org |  |
| 15. | How can I know the status of my complaints lodged at 155370 | Call 155370 to know the status of your complaint. |  |
| 16. | I lost my belonging/s during traveling in the metro? | Contact customer care of the nearest station and after 24 hrs call on Our lost and found cell on mobile no. 8527405555. Also you may check the deposited items on https://www.delhimetrorail.com/lost-found-list | https://www.delhimetrorail.com/lost-found |
| 17. | Provide a network map of DMRC. | Download it from https://www.delhimetrorail.com/network\_map |  |
| 18. | What medical facilities are available at the station? | First Aid facility is available at all stations. For any medical emergency, ambulance service is also arranged through CATS. | https://www.delhimetrorail.com/faq-facility-at-station-and-in-train |
| 19. | Can I carry my own wheelchair (Non-Motorised)? | Yes, Assistance will be provided at station. |  |
| 20. | Can I carry my own wheelchair (Motorised)? | Yes, It should be in switched off condition & assistance will be provided at the station. |  |
| 21. | Can I carry a foldable bicycle in the metro? | No,  belongings having dimensions 80 cm x 50 cm x 30 cm in size and 25 Kgs in gross weight is permitted.  In Airport Express Line :- belongings not exceeding 90 cm x 75 cm x 45 cm in size and 32 Kgs in gross weight is permitted. |  |
| 22. | How can I get a job in DMRC? | Stay in touch with our website <https://www.delhimetrorail.com/pages/en/career> all career related informations are posted here only. |  |
| 23. | How can I get a job in a contractor agency in DMRC? | DMRC has no role in the recruitment process of contractual staff engaged by contractors for deployment in DMRC premises. |  |
| 24. | How to contact DMRC? | Call us on 24\*7 helpline 155370 or write us on helpline@dmrc.org |  |
| 25. | To whom I can complain? | Call us on 24\*7 helpline 155370 or write us on helpline@dmrc.org |  |
| 26. | How to know the coach no. of the train? | Coach no is mentioned at the end wall of the coach/near the gangway (connection of two coaches |  |
| 27. | Is metro available 24\*7? | Metro services are generally available from 06:00 AM to 11:00 PM (Except Sunday) |  |

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# **Security related queries & responses**

| **Sr.No.** | **Query** | **Response** | **Reference** |
| --- | --- | --- | --- |
| 1. | Can I carry liquor in the metro? | Liquor is prohibited in the DMRC network however It is allowed in the Airport Express line. For more details in this regard passenger may contact 24\*7 security helpline 155655 | - |
| 2. | What are the offenses and penalties? | As per O&M Act. same is available on https://www.delhimetrorail.com/search/penalties | https://www.delhimetrorail.com/search/penalties |
| 3. | I lost my wallet containing documents and debit/credit cards? Or I Lost my mobile/laptop? What to do now? | Passengers may lodge FIR. You may also visit on https://www.delhimetrorail.com/security-dmrc | Response may be taken from concerned wing |
| 4. | For any security related issue, whom to contact? | Call on 155655 | - |
| 5. | I am transgender. Which frisking point should I use? | You may choose the male or female queue depending on your self identified gender at the frisking points provided your clothing is commensurate with your self identified gender. | - |
| 6. | I found an unattended item in the train. What to do now? | Contact 24\*7 security helpline 155655 or contact nearest metro official | - |
| 7. | Is photography/Videography allowed in the metro? | photography/video recording is permitted in the metro premises, including metro trains, for the bonafide passengers in the public areas of the metro premises, for personal use and strictly prohibited for commercial use or publication by any means. |  |
| 8. | Can I shoot video for social media? | No, prohibited for commercial use or publication by any means. |  |
| 9. | I want to make reels in the metro train/station. | Sorry! It is not allowed. |  |

# **Parking related queries & responses**

| **Sr.No.** | **Query** | **Response** | **Reference** |
| --- | --- | --- | --- |
| 1. | Is parking facility available at all stations? | No, the list of parking details are available https://www.delhimetrorail.com/parking-details | www.delhimetrorail.com/parking-details |
| 2. | Is cycle parking free ? | No, Charges are displayed in parking area and same is available on our website https://www.delhimetrorail.com/parking-details | www.delhimetrorail.com/parking-details |
| 3. | Can I keep my helmet in parking? | ₹ 5/- flat per helmet up to 12 hours and ₹ 10 beyond 12 hours up to 24 hours. | www.delhimetrorail.com/parking-details |
| 4. | Is parking free for Divyangjan/Person with disabilities? | Parking charges are applicable as per rate list displayed. |  |
| 5. | Is parking reserved for Divyangjan/Person with disabilities? | Yes, at all stations where parking facilities are available. |  |
| 6. | I am facing a problem with parking. What to do? | You may contact to our 24\*7 helpline 155370 or contact station control room of metro station or write to us on [helpline@dmrc.org](mailto:helpline@dmrc.org). |  |

# **General (Station Specific) queries & responses**

| **Sr.No.** | **Query** | **Response** | **Reference** |
| --- | --- | --- | --- |
| 1. | I want to go from —--------- station to—------ station. What will be the fare? |  |  |
| 2. | I want to go from —--------- station to—------ station. What will be the route? |  |  |
| 3. | I want to know about the first train from —------ station to —------------ station. |  |  |
| 4. | I want to know about the last train from —------ station to —------------ station. |  |  |
| 5. | Is washroom available at —---------- station? |  |  |
| 6. | Is parking available at —---------- station? |  |  |
| 7. | Is an ATM available at —------------ station? |  |  |
| 8. | I want to exit towards —----------- which gate no. should I use at —---------- station |  |  |
| 9. | Is feeder bus available at —------------------ station? |  |  |
| 10. | Is E-Rickshaw Services available at —----------- station? |  |  |
| 11. | Is E-Scooter Services available at —--------------- station? |  |  |
| 12. | Is Cycle Sharing Services available at —------------ station? |  |  |
| 13. | Is Cab Aggregator Services available at —-------------- station? |  |  |
| 14. | What is the contact no. of —--------------- metro station? | Use our mobile app to get this information |  |
| 15. | Is any food/kiosk is/are available at —---------- station? |  |  |