JAIPUR METRO RAIL CORPORATION LIMITED

BUSINESS MANUAL

FOR

FARE COLLECTION SYSTEM

Version: 00   February, 2015

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PREFACE

Jaipur Metro Rail Corporation is committed to provide a safe, efficient and customer-friendly transportation system. In this context, its Automatic Fare Collection System is a passenger delight measure, intended to reduce transaction time for passengers at Metro stations. Therefore, adoption of state-of-the-art practices of fare collection is vital to Jaipur Metro's corporate goals.

This **Business Manual for Fare Collection System** will serve as a comprehensive guide and compendium of instructions for all the passengers, mercantile bankers, and all Operations/Finance/Revenue/ AFC Systems officers and staff of JMRC to better know Jaipur Metro's system of fare collection and its accounting & management aspects.

Efficient management of Fare Collection System in Jaipur Metro is the responsibility of the Head of Department of Operations in consultation with Finance and Signal & Telecommunication Department.

Nothing contained in this manual shall supersede the Metro Railways General Rules, 2013 or the Opening of Metro Railways for Public Carriage of Passengers Rules, 2013.

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Director
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February, 2015

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	Business Manual for Fare Collection System	

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Abbreviation

AFC	Automatic Fare Collection
AVM	Add Value Machine
BIM	Bulk Initialization Machine
BNA	Bank Note Box Attachment
CCC	Customer Care Centre
CRA	Customer Relation Assistant
CSC	Contactless Smart Card
CST	Contactless Smart Token
EFO	Excess Fare Office
ID	Identity
JMRC	Jaipur Metro Rail Corporation Limited
MAC	Media Access Control/ Machine Authentication Code
MID	Merchant ID
OCC	Operation Control Centre
SAF	Shift Abstract Form
SC	Station Controller
SCR	Station Control Room
SS	Station Superintendent
TIU	Token Issuing Unit
TOM	Ticket Office Machine
TR	Ticket Reader
TVM	Ticket Vending Machine
WTE	Write Ticket Error

Note **:** The following figures are configurable:-
- The security amount of the CSC.
- The maximum travel time within same station & for all stations.
- Penalty amount in different category.

	Jaipur Metro Rail Corporation
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I. Business Day Hours

- From 05:00 Hrs to 23:00 Hrs.
- The Metro Administration may from time to time decide to divide the business day hours into peak hours and off- peak hours, depending upon its assessment of the ridership patterns and other relevant factors.

II. Instructions pertaining to Cash Collection through AFC System

1. Types of Fare Products:

Sr. No.	Ticket Type	Type of Fare Product		Fare Product Name	Reference Para No.
1	**Contact Less Smart Token (CST)**	One Time Travel Purpose		Single Journey Token	2
2		Exit Purpose		Paid Exit Token	3
3				Free Exit Token	4
4	**Contact Less Smart Card (CSC)**	Store Value Cards	Store Value – 1 (SV – 1)	Multi Purpose Card	6
5			COMBO (12)	JMRC / HDFC Bank Co-Branded Smart Card	7
7		Tourist Cards	One-day Tour Card	Tourist Card	8
8			Three-day Tour Card		

2. Contactless Smart Token:
2.1 Colours of Token: - There are different colored tokens viz. Red, Blue and Black/any other color. All color forms of tokens may be used in issuing of Single Journey Token, Paid Exit Token or Free Exit Token.

2.2 Issue of Single Journey Token:

2.2.1 The Single Journey Token can be issued from TOM/TVM/CCC. Generally Single Journey Tokens will be issued from TOMs/TVMs. However, in need, tokens may also be issued from CCCs.

2.2.2 The maximum number of Token, which is to be issued by the operator to a passenger, is six.

2.3 **Electronic Validity of tokens:** - The token shall be valid for use within 30 minutes from the sale time on the Business Day of purchase only.

2.4 **Maximum Permissible "Length of Time" to stay in paid area:** -

I. The maximum permissible length of time to stay within the system (paid area) shall be 60 minutes i.e. from entry at a station and exiting from another station.

II. The maximum permissible length of time shall be 20 minutes between entry and exit from same station.

2.5 **Refund of Single Journey Token:** -

I. The refund of a Token is only permissible from CCC. The Refund shall be granted at full amount only. There shall never be partial refund of value.

II. The refund of an unused Single Journey Token is permissible within same business day of issuing of token from token issuing station only, subject to passenger still being in unpaid area.

III. However, the refund of unused token at issuing station can be done under following conditions, even within next business day:-

   a) Natural calamity
   b) Interruption of services
   c) Cancellation of train due to incident or emergency

IV. When entry and exit from same station is sought, no refund shall be permissible and the gate will capture the token.

The engraved ID of the refunded tokens must be written on the back of the SAF (Annexure-K) along with its status as refund. The refunded token shall be kept separately and submitted to Station Control Room (SCR) after end of shift. These tokens can be added up in token stock of the after end of Business Day.

V. Refund of a Partially Used Single Journey Token - Refund of partially used Single Journey Token is not authorized. However, in case of failure in commercial services, refund of partially used token will be granted at full amount by implementing Incident Fare Mode only. The instructions for implementation of Incident Fare Mode are described in Para 13.5 (d).

2.6 **Entry/ Exit Mismatch:-**

In event of Entry/ Exit mismatch on a Single Journey Token, penalty will be levied according to following instructions: -

I. Mismatch at Entry (Error Code 110): -

   a) This error comes at entry, when the passenger shows two times at the entry i.e. proper entry/exit sequence has not been followed.
   b) The penalty amount shall be adjusted to 'Zero'.

II. Mismatch at Exit (Error Code 109): -

   a) This error comes when passenger tries to exit with a token without 'a proper entry recorded' in it.
   b) The penalty amount is adjusted to zero. In case there is a mismatch at exit and patrons have also overstepped their journey, the penalties will be collected as per Clause 2.7.II.

2.7   Penalties on Single Journey Token:-

    I.   Charges for overstaying in system (Error Code-159): - A penalty at the rate of Rs.10/- per one hour or part thereof, subject to maximum of Rs. 50/- will be charged for overstaying in the system beyond the permissible time limit as explained in Clause 2.4. The penalty amount shall be adjusted in the same token and let passenger to exit using the same token under supervision of CCC operator.

    II.   Under fare (Error Code-31): - Once a patron has purchased a token/ticket for any destination, he is authorized to travel to any destination in the direction of his travel in terms of JMRC operational Guidelines. If in the direction of travel, he oversteps his journey beyond the destination for which he has paid the fare, he will have to pay additional fare of the overstepped distance only. CCC Operator will do adjustment in the same token/ticket. However, if he is caught trying to exit the gate (tailgating, jumping over the gate etc) without paying the difference of fare, he will be liable to pay excess fare of Rs 50/- in addition to difference in fare of the overstepped distance.

2.8   Errors on Token:-

2.8.1   Read Ticket Error

    a)   Read Ticket Error at entry gate:- CCC operator has to first re-issue this token for minimum fare value and 'cancel' the same transaction without removing token from CSC/ CST reader/writer. During this re-issue and cancellation of the token, there should not be any transaction in between. Now the token is 'proper' and can be given to passenger for entry.

    b)   In case above method does not work then this token should be sent to Revenue/ Commercial Cell as per outstanding procedure. A fresh token as per desire of passenger is to be issued and same amount should be claimed through outstanding procedure.

    c)   Read Ticket Error at exit gate:- CCC operator shall collect such token from passenger and issue Free Exit Token with due consent of Station Superintendent/ Station Controller to the passenger and let him exit in personnel supervision. The operator will submit all such type of tokens to the Station Controller after end of shift and such tokens should be sent to Revenue/ Commercial Cell at the month end as defective.

2.8.2   Write Ticket Error (WTE): -

If WTE comes during issue/adjustment of tokens, then acknowledge the WTE by pressing 'OK' button or 'Enter' key, now the value of the token will be entered onto the token, and this token can now be given to passenger for further transactions.

2.8.3   Error Code 167: -

This error is shown when TOM operator gives 'Un-issued' token to the passenger. It shows that the TOM operator has handed over the 'Un-issued' token to the passenger without issuing through TOM. The concerned TOM operator will replace the token to passenger without taking any charge. The CCC operator shall inform to Station Superintendent/Station Controller to take appropriate action against the TOM operator.

2.8.4 Error Code 163: -
This error shows that the tokens basic data has become corrupted. Such token shall be deposited in SCR after end of shift as defective token. Such tokens should be submitted to Revenue/ Commercial Cell for further analysis.

2.9 The engraved ID of tokens collected at CCC/TOM on account of Refund/ Defective/ Errors should be mentioned on back of SAF form along with their status.

The collected tokens will be deposited into SCR after End of Shift along with cash and SAF. The loose tokens collected through Refund/MAC Error in entire of the Business Day will be added to Station Stock in the night before start of next Business Day.

The tokens collected as Defective will be kept separately and returned to Revenue/ Commercial Cell after end of month along with Balance Sheet.

3   Paid Exit Token:

If a passenger is found without valid ticket in paid area of a station, the passenger shall be permitted to exit using Paid Exit Token. In this case, the cost of the Paid Exit Token shall be equal to sum of excess charge of Rs 50/- and Maximum Fare of the System. Issuing of AFC generated print receipt is mandatory.

a)   Paid Exit Token, once issued should not be cancelled and refunded.

b)   If passenger produces the token after the realization of penalty then the amount will not be refunded to passenger. Such tokens are to be collected by operator as JMRC's property and mention its engraved ID on back of SAF and deposit it in SCR. The collected token shall be added in station stock at end of Business Day.

c)   If a passenger performs simultaneous entry and exit at a Station, i.e. making pseudo entry or exit at AFC gates, he/ she will be treated as a passenger found without valid ticket.

d)   If a passenger found in paid area with CSC having an electronic balance below the minimum fare of the system or with expired card, he/ she will be treated as a passenger found without valid ticket.

e)   If a passenger gets entered by tailgating and found in paid area at any Station, he/ she will be treated as a passenger found without valid ticket.

Note: If passenger refuses to pay the amount of paid exit token, he/she will be handed over to Police for taking action as stipulated in relevant Metro Acts.

4   Free Exit Token:

Issued to patron in exceptional circumstances when patron is unable to exit from paid area as explained below: -

a)   If passenger is having a token with 'Read Ticket Error' at exit point.

b)   If the passenger having token with 'MAC Error (Error Code 167)' of proper fare at exit point.

c)   In case the flap does not open even after inserting the token in the exit gate.

d)   In case the flap does not open even after proper deduction of amount from Smart Card of patron.

e)   The reason for issue of 'Free Exit Token' must be mentioned on penalty register. The issue of 'Free Exit Token' should be issued in consent with Station Controller/Station Superintendent.

f) Ticketless/ invalid ticket travelers who have already paid the penalty to checking staff on same business day, they will be issued free exit token by the CCC on presentation of penalty receipt and cancellation thereof. The invalid token will be impounded by checking staff while issuing penalty receipt.

g) If passenger gets pick pocketed inside metro premises then free exit token will be issued to the passenger subject to his giving written complaint to the Police, after getting permission from the Revenue/ Commercial Cell.

5   Contactless Smart Cards (CSC):

5.1   Initialization of Smart Cards: - Smart Cards will be initialized after delivery from manufacturer at Bulk Initialization Machine (BIM) located at OCC at zero value. These cards will be distributed to stations for sale.
The initialized Contactless Smart Cards can be sold to passengers in the form of Store Value Cards or Tourist Cards.

5.2   Issue of Smart Cards: - Contactless Smart Cards can be issued from CCCs/Nominated TOMs.

5.3   Sale of Smart Cards:- Contactless Smart Cards can be sold from CCCs/Nominated TOMs and pre-activated Smart Cards can be further sold by Authorized Outlets specially permitted by JMRC.

5.4   **Replacement of lost Smart Card:** - Lost Smart Card shall neither be replaced nor be refunded. Blacklisting of such Smart Card shall not be done. JMRC shall not be liable for the loss of Smart Card. Only personalized card can be blacklisted and the electronic balance will be returned to the patron.

5.5   Validity of Smart Cards: - The Validity of Smart Cards is according to issued fare product. After expiry of Smart Card, the Smart Card needs to be refunded or revalidated (if permitted by system in future).

5.6   Sequence of use of Smart Card: - The sequence permitted will be that of Entry-Exit. Every entry will have to be followed by a valid exit. Mismatch for the permitted sequence will be penalized at CCC as per penalty procedure of JMRC, except in case of exit having been made due to emergency/ incident.

5.7   If a passenger performs entry and exit from same station, under normal fare mode, minimum fare will be deducted from his stored value of the Smart Card (SV-1, COMBO (12)) at the time of exit without recourse to CCC. Maximum period of stay within paid area for entry/exit from same station is defined as 20 minutes. For stay beyond 20 minutes a penalty at the rate of Rs. 10/- per one hour or part thereof, subject to the maximum of Rs. 50/- shall be charged.

5.8   If a passenger performs simultaneous entry and exit at a station, i.e. making pseudo entry or exit at AFC gates, a penalty of Rs 50/- will be imposed on passenger. Manual penalty receipt will be issued to passenger. If a passenger has been penalized inside paid area and exit has been recorded, a Free Exit token will be issued to the passenger for exit purposes.

6   **Multi Purpose Store Value Smart Card (SV-1):**
     The Multi Purpose Store Value Smart Card (SV-1) is designed to support the multi ticket like Tourist Ticket and Trip Ticket (presently this feature is not available) etc. in addition to normal daily commuter store value smart card.

6.1   **Issue of SV-1:** - A Security Deposit of Rs.50/- is to be taken at the time of sale of Smart Card and Add Value of Rs. 50/- shall be done at the time of sale. Initially at the time of SV-1 Smart Card sale, a card shall cost Rs.100/- to commuters.

6.2   **Add Value Operation:** - Add Value in Smart Cards shall be done by minimum of Rs. 50/- and thereupon in multiples of Rs. 50/- i.e. 50, 100, 150, 200, 250, 300 etc. Operator should check the Error 109, 110 and 159 before making any Add Value in Smart Cards.
In case of Error 159, CCC Operator shall adjust for the same prior to doing add value operation. Add Value on Smart Cards can be performed from paid as well as unpaid area of stations.

6.3   **Total Maximum Possible Store Value on SV-1 Cards:** - The total maximum value on a SV-1 Smart Card shall be Rs. 1000/-.

6.4   **Minimum Value Require to enter in Metro System: -** A minimum balance equivalent to minimum fare is required to enter in paid area and for travel.

6.5   **Negative Balance:** - A Smart Card having balance equal to more than minimum fare value is allowed to enter in paid area of a station. If a passenger performs travel of value more than the balance in Store Value card the system will permit him/ her to exit from exit AFC Gate and the difference will be created as Negative Balance on Smart Card. This negative balance will be adjusted at the time of the subsequent Add Value operation on the Smart Card or at the time of refund of Smart Card it will be adjusted from Security Deposit amount.

6.6   **Period of Validity of Electronic Value of Store Value Smart Card:** - Electronic Value of Store Value Smart Card will have a validity of three years from the date of last Add Value Operation.

6.6.1   The Validity of Store Value Smart Card shall extend to further three years from last Add Value Operation date.

6.6.2   If no add value is done during validity period, then at the end of validity the card will not work and shall be refunded or revalidated (if permitted by system in future).

6.7   **Discount:**- Following discount will be given on every journey made by the passenger: -

Fare Range (in Rs.)	Discount
Less than Rs. 10	Nil
More than or equal to Rs.10 but less than Rs. 20	10%
More than or equal to Rs. 20	15%

6.7.1   The discount shall not be applicable, if passenger made entry and exit from same station.

6.7.2   The discount shall not be applicable in case of entry/exit mismatch.

6.8   **Refund of Store Value Smart Cards:** - The Smart Cards can be refunded from CCC only.

6.8.1 Refund of Electronically Readable Store Value Smart Cards: - During refund, processing charges of Rs. 25/- will be charged from the electronic balance. If because of this, the electronic balance becomes negative the same will be adjusted from the security deposit. Thus, the Electronic Balance plus Security Deposit minus Rs. 25/- will be refundable.

6.8.2 Refund of physically damaged but Electronically Readable Store Value Smart Cards: - During refund, entire security deposit will be forfeited, although no processing charges of Rs. 25/- will be chargeable. Hence, the electronic balance will be refundable in full.

6.8.3 Physically damaged and Electronically Unreadable Store Value Smart Cards: - No refund of security deposit and electronic balance, if any.

6.8.4 Refund of Physically OK but Electronically Unreadable Store Value Smart Cards:- Full electronic balance amount including security deposit will be refundable.

Refund of Electronically Unreadable Store Value Smart Cards:

6.8.5 Unreadable cards will be submitted / collected only at CCCs of stations.

6.8.6 Unreadable Smart Card deposited in full i.e. all the broken pieces must be intact, may only be considered for refund of balance amount.

6.8.7 The CCC operator will give proper receiving of the card to passenger in "Unreadable Card Receipt Book" (Annexure-B) duly filling all columns.

6.8.8 After end of shift the CCC operator will submit Unreadable Cards with details to on duty Station Controller. On duty station Controller will cross verify the status of physical condition of card. Station Superintendent will be final authority to declare the physical condition of Unreadable card.

6.8.9 Station Superintendent will monitor the record on daily basis.

6.8.10 Station Superintendent is empowered to judge the physical condition of unreadable card. Any discrepancy found while submitting Unreadable Card Case or granting manual refund will be sole responsibility of Station Superintendent.

Process of Submission and refund of Unreadable Cards with legible ID

6.8.11 The details of only Visible ID unreadable card cases will be submitted online on daily basis by on duty station controller on JMRC web address.

6.8.12 Before on line submission of details of Unreadable Cards, Station Superintendent / Station Controller will crosscheck the details of unreadable cards like physical condition, engraved ID, etc.

6.8.13 The summary (Annexure-A) of the visible ID Unreadable Cards will be segregated by physical condition .i.e. physical OK or Damaged have to be submitted on periodic basis (01-10, 11-20 & 21-31) within five days after period ends to the Revenue/ Commercial Cell.

6.8.14 The online submitted details of Unreadable Cards by stations will be submitted to AFC for analysis and refundable value details on daily basis through Revenue/ Commercial Cell.

6.8.15 System analyst/ Manager (Tele & AFC) will analyze the detail of Unreadable Cards and certify the remaining ref**u**ndable value of Smart Card after receiving the card in physical form & report shall be given to Revenue/ Commercial Cell.

6.8.16 Within four working days of the online submission of Unreadable Cards details, the refundable value of Unreadable Cards will be uploaded on JMRC Website. In case the reply is not found on the given web address, the same should be reported to Revenue/ Commercial Cell immediately.

6.8.17 If the refundable details of the unreadable cards is remarked as details required, the station has to submit additional information from passenger in the attached format (Annexure-D) and submit it to Revenue/ Commercial Cell immediately.

Process of Submission and refund of Unreadable Cards with illegible ID

6.8.18 The collected illegible ID Unreadable Smart Cards and their details with Annexure-C will be submitted (in physical) to Revenue/ Commercial Cell on daily basis and Revenue/ Commercial Cell will further submit these cases to AFC for analysis and refundable value details.

6.8.19 Further, refundable details provided by AFC will be uploaded on JMRC Website.

6.8.20 System analyst/Manager (Tele & AFC) will analyze the detail of Unreadable Cards and certify the remaining refundable value of Smart Card (illegible).

6.8.21 If it appears that the Unreadable Smart Card is damaged specifically at card chip / engraved ID area and system analyst/ Manager (Tele & AFC) is able to retrieve the transaction data from the AFC system, only the balance amount as per AFC transaction details will be refunded to the passenger and the security deposit will be forfeited.

6.8.22 In case of Unreadable Smart Card with physically OK condition and the transactions details could not be retrieved from the AFC system, the maximum amount of Rs. 50/- as balance amount will be refunded to passenger along with the security deposit of Rs. 50/- The maximum limit of balance amount of Rs. 50/- has been considered as this is the most prominent denomination in add value operation.

6.8.23 After receipt of resolved cases of unreadable cards from Revenue/ Commercial Cell, concerned Station Superintendent/ Station Controller will ensure that a call has been made to passenger to collect his due amount from station and details should be posted on Unreadable Record Register.

6.8.24 Any irregularity must be reported to Revenue/ Commercial Cell immediately.

6.8.25 **Definition of physically damaged Smart Card**: - CCC operator will judge Smart Card for physical damage. A Smart Card will be considered physically Damaged if: -
   I.   Card is in bent-condition. (To check this- Place the Smart Card on flat surface and see that all the four corners are not touching the surface.)
   II. Smart Card has visible cut mark or corner is cut.
   III. Smart Card surface is badly worn out and engrave ID is not visible.

6.8.26 **Re-sale of refunded Smart Cards:** -
   I.   Refunded CSC shall not be re-sold on same day.
   II. After end of the shift, the operator shall deposit all the refunded CSC to SCR.
   III. All refunded CSCs of the day shall be included into the CSC stock of station. The Station Controller will segregate the refunded re-issuable, defaced, damaged & illegible ID or printed ID Smart Cards.

IV.   Physically O.K. refunded smart card should be given for sale after re-initialization.
V.   The re-issuable cards will be included in fresh stock of Cards.
VI.   Station Controller must prepare separate bundle of refunded defaced, damaged & illegible ID or printed ID Smart Cards.
VII.   The non-re-issue-able CSC with details should be kept separately in the SCR and will be sent to Revenue/ Commercial Cell at the end of month along with the periodicals and Balance Sheet in detail.
VIII.   The Station Superintendent/ Station Controller will send soft copy of the attached format at the end of the month. Hard copy of refunded Defaced/Damaged/Illegible ID/Printed ID with Balance Sheet will be sent to Revenue/ Commercial Cell.
Printed list of Engraved ID will be sent with separate bundle like refunded defaced Engraved ID list with refunded defaced bundle.

Station Name: …………………………………..

Details of Refunded Defaced/Damaged/Illegible Engraved ID Smart Card

Dated	Defaced CSC (Physically OK with Engraved ID.)				Damaged CSC		Illegible ID or Printed ID CSC	
	Engraved ID	No. of CSC	Engraved ID	No. of CSC	Engraved ID	No. of CSC	If any Engraved ID	No. of CSC

Signature

6.9   Penalties and Surcharges on Store Value Smart Cards:

6.9.1   Overstaying in the System: - The maximum stay permissible in the System is 60 minutes when Entry/Exit from different stations. But the maximum period of stay within paid area for entry/exit from same station is defined as 20 minutes.

6.9.1.1 In case of overstaying beyond permissible time, penalty of Rs.10/- per one hour or part thereof, subject to the maximum of Rs. 50/- will be imposed at the CCC after informing the commuter of the amount of penalty. Penalty amount is to be collected through CSC or in cash from the patron.

6.9.1.2 In case the passenger enters into the system, exits by tailgating, then again enters by tailgating, penalty will be charged as per the above instructions.

6.9.2   Entry/Exit Mismatch: -

6.9.2.1 Mismatch at Entry (Error Code-110)

I.   This error comes at entry, when passenger shows the Smart Card two times at the entry consecutively i.e. proper entry/exit sequence has not been followed.

The penalty amount is adjusted to 'zero' if the operator makes sure that no other passenger has already entered fraudulently with this card.

II. When the passenger goes out of system/paid area without proper exit and then comes afterwards and tries to enter into system, then Error Code-110 will come, CCC operator will analyze last five transactions of the card and if the transactions show entry and exit from same set of stations, then fare applicable between above set of stations is to be charged. If the transactions are not between same set of stations then maximum amount / fare of travelling among those transactions is to be charged.

6.9.2.2 Mismatch at Exit (Error Code 109):

I. This error comes when passenger tries to exit with a card without proper entry recorded on it or when passenger shows the Smart Card two times at the exit consecutively i.e. proper entry/exit sequence has not been followed.

II. Such mismatch sequence is penalized by CCC operator. CCC operator will analyze last five transactions of the card and if the transaction shows entry/exit from same set of stations, then fare applicable between above set of stations is to be charged. If the transactions are not between the same set of stations then maximum amount / fare of travel among those transactions is to be charged. Penalty is to be charged by adjusting the card on the applicable fare as above minus value equal to minimum fare, as this is automatically deducted from Smart Card while exiting through the gate.

III. In case of proper fare deducted from card and AFC Gate flap not opened and if the operator makes sure that no other passenger has made exit fraudulently with this card, Free Exit Token may be issued to patron for exit purposes.

6.9.2.3 In case of penalty collection, discounts will not be applicable.

6.10 Errors on Smart Cards:

6.10.1 Write Ticket Error: - Don't move the Smart Card from the reader till acknowledgement beep comes and screen returns to main menu. If Write Ticket Error comes then in case of:

I. **ISSUE: -** Acknowledge the Write Ticket Error by pressing "OK" button or "ENTER" key. Analyze this Smart Card. If card has been issued properly, do further proceedings. Otherwise, keep this Smart Card aside and issue another Smart Card to passenger. Write down the Engrave ID of the Smart Card pertaining to WTE and try to issue it to another passenger. Even now if it is not saleable, return this Smart Card to Revenue/ Commercial Cell along with statement.

II. **REFUND:** - Acknowledge the Write Ticket Error by pressing "OK" button or "ENTER" key. Refund the amount to passenger. Forward the End of Shift Report and this Card to Revenue/ Commercial Cell.

III. **ADD VALUE:** - Acknowledge the Write Ticket Error by pressing "OK" button or "ENTER" key. Cancel this transaction by pressing "Ticket Cancel" button. Write down the Engrave ID of the Smart Card pertaining to WTE and make another Add Value command.

In case of I, II and III above, the operator may have cash short, the short amount may be claimed through Outstanding format mentioning the engrave ID of Smart Cards, that will be sent to System Analyst/ Manager (Tele & AFC) along with Smart Card and shift end report through Revenue/ Commercial Cell.

6.10.2 Error Code-130: - Error Code-130 comes when an adjustment on any Smart Card is not followed by a transaction at the AFC gates of the same station. If Error Code-130 comes in unpaid area then the operator must adjust the Error Code -130 at 'ZERO' only. Now when the card is to be shown at AFC gates from entry side, it will show an Error Code-110. The operator must adjust this Error Code-110 at 'ZERO'. Now the CSC will function properly.

6.10.3 Error Code – 44: - These Smart Cards are expired Smart Cards. Such Cards shall be refunded after forfeiting security deposit or revalidated (if permitted by system in future) after deducting surcharge of Rs.25.

7   JMRC/HDFC Bank Co-Branded (Combo) Smart Card (COMBO (12)):

7.1   Definition: - A CSC which contains dual interface i.e. magnetic/chip interface for Bank related functionalities of a debit/Credit Card and a contactless interface for contactless smart card applications of Fare Collection System of Jaipur Metro.

7.2   Initialization of Combo Card: - To ensure the safety & Security of Combo card HDFC Bank will depute an authorized person to do the card initialization at JMRC premises. JMRC will provide one terminal to get all combo cards initialized through Bank Person.
Before start of above process, HDFC will submit the details engraved ID & Physical ID of Combo cards to be uploaded on the JMRC System.
The Combo Cards will be go through the following activities from a nominated TOM at non-refundable zero security amount with permission of Revenue/ Commercial Cell only:

I.   Sale the Card with zero Add Value.
II.   The Auto Top up Flag will be enabled if required by HDFC Bank.
After that Bank will collect these cards from JMRC for issuing as Combo Card.

7.3

   I.   Any of the Combo Card will not be deposited at CCCs or any of Stations under any circumstances.
  II.   Procedure for Add-Value Operation of Combo Card
        a) Web Top methods as per clause 11 of Business Manual
        b) Auto Top Up method as per clause 12 of Business Manual
        c) Add Value on Combo Cards can be done with cash on TOM/EFO.
        d) Combo card can only be recharged at POS if other Credit/debit card is used for payment.
 III.   Procedure for Add-Value Operation through POS
        a) Before starting any transaction, operator will confirm the genuineness of the card and confirm that the card is signed.
        b) Before making add value, first smart card should be placed on reader and the amount to be recharged should be entered through TOM MMI along with payment method, selected as credit. Simultaneously Credit/debit card should be swapped/inserted and PIN should be input by Patron if required on POS. Once receipt generated through POS then Credit/debit card should be removed from POS then TOM/EFO machine will recharge the card with the same amount.

c) After deduction of amount from Card, operator will generate two slips each from POS machine and JMRC printer. Operator will take signature of the card holder on the receipts generated by POS machine and tally the signature with signature available on Credit/debit Card. Customer copy of the receipt will be given to the customer along with add value receipt generated by TOM printer. Whereas other receipt known as Merchant copy will be retained by the operator in box.

d) All Master/VISA Credit or Debit cards are accepted on these POS.

e) The TOM/EFO will generate End of Shift Report clearly indicating transactions done through Cash/Cards.

f) The receipts copy of add-value done through POS will also be kept in personal custody of Station Controller.

g) Revenue/ Commercial Cell cross check the details of Add value through Cards from HDFC Portal & match with AFC report.

h) Bank will send POS wise transactions done on previous day along with amount deducted through POS machine to Revenue/ Commercial Cell (Nominated Person of JMRC).

i) The print receipts will be kept in safe custody at Station with Station Controller for six months from date of issue/generation.

7.4   Total Possible Store Value on Combo Card :-

The total possible store value on a Combo Card would be as per JMRC Business Manual.

7.5   Period of Validity of Electronic Value of Combo Card :-

The validity of Electronic Value of Combo Card will be same as indicated on the Debit Card subject to the contract is alive between JMRC and HDFC. After expiry of Combo Card, passenger will submit this card to the Bank.

7.6   Discount:-

Same discount provisions will apply as defined for Multi Purpose Smart Card (SV–1) in this Manual.

7.7   Refund of Combo Cards :-

The Combo Card can't be refunded from JMRC Customer Care directly. The Customer will submit the card to Bank physically. Bank will send list of Card Numbers (Physical and Engraved ID) for refund of Combo Cards. JMRC will credit card-wise the net amount after deducting a processing charge/ surcharge of Rs. 25 (i.e., electronic balance minus Rs.25) to the account of Bank after blacklisting these cards in JMRC system. Further Bank will transfer this amount to the respective customer.This is applicable both for physically DAMAGED and physically OK electronically readable Cards.

7.8   Unreadable Combo Card: - Combo card can only be declared as unreadable at any CCC (Customer Care Centre of JMRC). Customer Care Centre Operator will only verify that the said smart card has become unreadable. If the smart card becomes unreadable in Paid area, the operator will charge the amount in cash from the passenger equal to Journey performed on such cards as stated by the passenger. When the bank raised this issue then balance amount (electronic balance) will be credited to the Bank. Further Bank will transfer this amount to the respective customer.

7.9 Lost Combo Card

If a customer losses his combo card, then he will need to do hotlist the card to prevent misuse as per the bank guidelines. Bank will block the usage of the card. On a daily basis the Bank will provide the list of all hot listed cards as per the agreed format between HDFC Bank & JMRC AFC System. Further JMRC will blacklist the card immediately. The balance amount card-wise (electronic value of the card after deducting processing charge/ surcharge of Rs. 25/-) will be credited to the Bank. Further Bank will transfer this amount to the respective customer. JMRC will not be liable to bear any loss occurred on account of misuse of Combo card.

7.10 Replacement of the Combo Cards shall not be carried out by the JMRC. All Replacement cases shall be handled by the concerned bank.

7.11 In case patron decide to surrender that credit card/debit card or Bank want to discontinue card, then above process of lost card (clause7.9) will be applicable.

7.12 Penalties and Surcharge on Combo Cards: - The penalties and surcharges on Combo Cards will be same as mentioned for SV-1 Smart Cards.

8   Tourist Cards (Smart Cards with unlimited rides):

8.1   Issue of Tourist Cards: - The Tourist Cards can be issued from CCC of Stations.

8.1.1 Two types of Tourist Cards shall be available with unlimited rides based on the period of use. Such cards will be valid for a period of three years from the date of issue. One-day Tour Card can be used for one business day i.e. the business day on which the card is first entered at the AFC gate. Three-day Tour Card can be used for three consecutive business days from and including the day it is first entered at the AFC gate. Security deposit for tourist card shall be Rs. 50/- (Refundable).

8.1.2 Value of Tourist Card: for One-day Tour Card shall be Rs. 100/- and for Three-day Tour Card it shall be Rs. 200/-, including security deposit amount of Rs. 50/-.

8.1.3 Unreadable Tourist card-If a tourist card becomes unreadable within the validity period of card then a new tourist card of same amount may be issued to the commuters & outstanding may be raised for the amount.

8.2 Refund: The Tourist Card can be refunded from CCC only. Only the security deposit of Rs. 50 is refundable after issue if the cards are used more than once at AFC Gates. However, after issuance of Tourist Card, if it is not used, system will allow refund of security plus Tourist Card cost. If the Tourist Cards could not be refunded through system then in such cases the refund may be given manually with the consent of Revenue/ Commercial Cell and the outstanding amount thus created may be waived off after approval of the competent authority.

8.2.1 Sequence of use of Tourist Cards: - The sequence permitted will be that of Entry-Exit. Every entry will have to be followed by a valid exit.

8.2.2 Penalties and Surcharges on Tourist Cards: - No penalty/surcharge is to be taken in case of mismatch at entry/exit and excess time. However, it must be assured that one tourist smart card is valid for one person at one time.

8.2.3 Errors on Tourist Cards: - The Errors on Tourist Cards will be managed according to instructions mentioned in Para 6.10 for SV-1 Smart Cards.

9 **Fare of children below 3 feet (90cm) height:-** Children only under 3 feet (90cm) height are allowed to travel free if accompanied by an adult, Children above 3 feet (90cm) will be charged normal fare.

  Note: The accompanying passenger is to ensure that such children should be carried in arms (above the Gate flap level) to avoid possibility of flaps hitting the child.

10 **Luggage Limit:-** Luggage up to a maximum weight of 15 Kg and dimensions of upto 60cms (length) X 45 cms (breadth) X 25 cms (height) is permitted, except with the prior approval of JMRC .

11 **Add Value/Refund & Reconciliation Procedure cum Business Instructions:**

11.1 **Ticket Reader (TR) cum Add Value Machine (AVM) - Process for WebTop-Up**

Ticket Reader cum Add value Machines have been installed at JMRC stations which have the following feature:

  I. Passenger can also do Add Value on their smart cards after completing Web Top Up on the JMRC website.

  II. For Passenger guidance, there is a Help menu on the Add Value Machines.

  The complete process of Web Top Up is:

  a) User will go to JMRC Website. User can either create his account and recharge or select Quick Top Up.

  b) User can create his/her account by giving his information like Name, Engraved Id of JMRC Smart Card, email address and Password. To create/ generate his/her account user can view their all transaction which was done through web.

  c) If the Engraved ID is valid, his account will be created and a confirmation mail will be sent for activation of his account.

  d) After activation of account, he/ she can do add value and register new cards with his account.

  e) Now when the user wants to add value in his card, he/ she will go to JMRC Website, login into the system. Users who have not registered themselves can also do Add Value in their cards by using "Quick Top Up".

  f) Then, select the option for payment like net banking, credit card/debit card/pre paid card etc.

  g) After selection, make the payment through Payment Gateway using Credit/Debit/Net Banking.

  h) After completing this, the user will go to AVM and select Add Value option.

  i) Then he/ she will present his card on the AVM.

  j) Recharge will be completed in few seconds and shown the recharged value and after that confirm the remaining balance after add value.

11.2 **Settlement & Reconciliation Procedure:**

At the web server placed at OCC Room several reports can be checked. One report is AVM Web Top-up Success Report which contains all the success transactions done at website.

11.2.1 Settlement & reconciliation will be done by matching AVM Web Top up success Report or other reports as available on the Web server & Basic transaction report or detailed report provided by HDFC through mail.

11.2.2 This report of HDFC will help to reconcile the different types of transactions.

11.2.3 The Merchant Acquirer Bank designated by JMRC shall credit the add value amount by 10.00 hours on the next day of the transaction (i.e. T+1, where T is day of transaction) to the designated account of JMRC, along with a statement of account on weekly basis; no deduction of any nature shall be made from this amount under any circumstances whatsoever, except when otherwise mutually agreed between JMRC and the Merchant Acquirer Bank. In case of topping up of CSC by other banking channel, the Merchant Acquirer Bank shall credit the add value amount to the designated account of JMRC on maximum T+2 days after confirmation of successful transaction.

11.2.4 After receiving the e-mail report from the HDFC and found any differences during reconciliation by the AFC cell, AFC cell will coordinate with bank by flagging the transaction and submit the dispute resolution to settle the issue.

11.2.5 On each business day, Bank will produce and send the statement for Merchant ID (MID) to JMRC e-mail ID, due to bank holiday or any other holiday bank shall e-mail the report for those days on next working day. This report reflects the amount of money transferred to JMRC Bank Account.

11.2.6 A monthly report shall be provided by the AFC Cell to Finance in soft copy & hard copy in which following details may be mentioned:

   a) Recharge/ add value during that month in number & value day-wise.
   b) Add value present before TR cum AVM during that month in number & value day-wise.
   c) Refund of add value, do not present before TR cum AVM after 30 days in number & value day wise.

11.3   Business Instructions for Web Top Up /AVM:

11.3.1 Commuter tops up his card on the web, but does not turn up at TR cum AVM for a period of 30 days, then refund to be made by the bank to the commuter account from which commuter has paid the add value amount through web. A detail report shall be generated and given by the AFC cell to the Bank after deducting 2.5% (1.25% for add value transaction +1.25% for refund) of the transaction value. After agreed by the Revenue/ Commercial &Finance the same refund list shall be uploaded to the website of HDFC for the purpose of refund.

11.3.2 Top-up value amount shall be minimum Rs.50/- and maximum as per parameter, subject to the condition that after top-up through web, the electronic balance should not exceed the maximum value of Rs. 1000/- in CSC at any point of time. Add value should be in multiple of Rs.50.

11.3.3 Refund of card to be done as per existing procedure.

11.3.4 If card becomes unreadable/expired before touching the card to the AVM, then the same card can be refunded as per existing procedure and refund of amount which has been recharged through web shall automatically be made to commuter account, treating as the person not turn up at AVM/TR after 30 days.

11.3.5 If card becomes unreadable after showing at TR cum AVM, the card can be refunded as per existing procedure.

11.3.6 If card lost by the commuter after web top before presenting it to AVM, then if his card is topped by another person then JMRC is not responsible for this as the card is not personalised. But if his card is not shown at AVM then JMRC will return the top-up amount after deducting 2.5% of that amount.

11.3.7 If the money is deducted from his credit/debit card and bank do not remit the amount to JMRC and Add Value transaction shown failed at AVM at the time of touching the card at TR cum AVM then The passenger can check this next day. If again add value does not happen, money will be reverted into his account within three working days. If HDFC Bank has not received the amount from the card issuer bank then commuter has to resolve the issue with issuer bank.

11.3.8 If a passenger top-up card through web and did not touch the card before TR cum AVM and wants to refund his/her card at Customer care. The card which is refunded by the Customer care person and the card balance amount will be returned to him. The refunded card can be sold only after 40 days from the date of refund. This should be followed for all JMRC refunded card.

11.3.9 A separate customer's account in books shall be opened by the Finance Deptt. for advance received from customers for the transaction which happened at web but not updated in AFC because passenger did not present the card before TR cum AVM. AFC System (Central Clearing House System) will give the report of the entire realized recharged amount from AVM machine.

11.3.10 Expiry of the card will be checked on the web.

11.3.11 Refund rule & number of AVM installed at stations etc - terms & condition to be updated on I AGREED on the website in registered user & quick top up user.

11.3.12 At Web, a patron can add value= Maximum Value (as defined in parameter) - balance amount. He can add as many times as possible without showing it to AVM.
All these transactions will be in queue at AVM. Website can only check his remaining balance amount.

11.3.13 Sale of card to patron & Web top up of card on the same day is not possible. It can be done from the next day onwards.

12   Auto Top-up Business Instructions:

12.1   Auto Top-up through Standing Instructions to Bank

   a) **Auto top-up:** Auto top-up facility will be provided at the gates. Passengers will not have to go to the TOM or any other outlet for topping up CSC, if they have opted for auto top-up. Automatic Top-up of CSC will be possible on reaching a pre-defined threshold value set by passenger.

   b) **Threshold Value:** Minimum Threshold value will be Rs 50 for Stored Value Tickets.

   c) **Registration for Auto Top-up:** The passenger will have to register for Auto top-up through CCC. The Auto top up form is available at the CCC. The format of form is attached in Annexure-J.

d) **Standing instructions:** The standing instructions will be in the form of instructions or mandate from the passenger/account holder of the bank to add specified value from his account held in the bank as and when the value in the CSC goes below the threshold limit set by passenger.

e) **Activation of Auto-top up:** The authenticated information of standing instructions will be sent to EFO at CCC for activation of Auto-top up. The passenger will go to the EFO at CCC and present his CSC to make activation of auto-top up. EFO at CCC will write information including threshold amount and top up amount in the ticket layout to activate auto top up.

f) **Add value action:** The add value action on CSC happens when the passenger enters next time at the AFC Gate of Metro stations and the balance is lower than the auto top-up threshold amount. Here the process is debit before credit.

g) **Dishonor of top-up request to Bank:** In case the Bank dishonors the auto top-up request sent by AFC system due to insufficient credit balance held by passenger, the CSC will not be topped up by making this CSC as blacklist by Bank.

h) **Withdrawal of auto top-up:** Such auto top-up functionality may be withdrawn by passenger after he presents a request at the EFO (at CCC)/ TOM office. The EFO (at CCC)/ TOM operator will make the ticket disable auto top-up and make a transaction to notice bank this information. Operator will issue an acknowledgement to the passenger for the same after accepting the request.

12.2 Waiting Limit for add-value at Automatic Gates

The value is added to CSC only when it is presented on the automatic gates. However if the CSC is not presented within 60 days of top-up, the amount will be credited back to the passenger account after getting this top-up refund list from AFC system. This limit is subject to revision from time to time.

13 Instructions for Special Fare Modes:

13.1 Special Fare Modes are provided to manage abnormal conditions developed at station due to accumulation of excess crowed, disruption in train services, emergency etc.

13.2 Special Fare Mode can be set by Station staff only if control message is given by Manager (Operations)/ Chief Controller.

13.3 In case of disruption of train services, token will be refunded in incident mode only. Concern Station Controller will immediately inform the Revenue/ Commercial Cell regarding the number of tokens and amount refunded in incident mode.

In case there is a fault with all AFC gates at a station, then passengers having tokens and cards may be allowed entry through side gates. This information will immediately be relayed by concerned SS/ SC to Manager (Operations)/ Chief Controller at OCC who will relay this information to whole system. Now the tokens (having errors) of the passengers coming from that station, where the incident took place will be adjusted to zero and fare as per the Fare Chart (minus minimum fare value) will be charged in case of Smart Card holders.

13.4 The Features and applicability of Special Fare Modes are explained below: -

Fare Modes	Activate from	Set by	Description
a) Entry/Exit override	Station/ Central Computer	Station controller /CCC Operator	• Entry/Exit mismatch check is bypassed at gate.
b) Time-Mode override	Station/ Central Computer	Station controller /CCC Operator	• Overstay check is bypassed at gate.
c) Emergency	Emergency switch at Station/ Central Computer	Station controller /CCC Operator	• Should be used in case of fire, explosion or any other occurrence of extreme emergency/consequences. i) Gate flaps become open by this mode. ii) Passenger can rush out from open gates without validating cards/tokens. iii) Waiver date can be defined in the system for date of emergency. iv) Patron having token pertaining to waiver date can perform one full journey. v) All cards affected by emergency mode (with recorded entry but no exit recorded) pertaining to waiver date will be accepted by gates at next entry and 'no money' will be deducted for incomplete journey.
d) Incident	Station/ Central Computer	Station controller /CCC Operator	• Used in case of disruption/ delay in train services or any other incident. i) Token is captured at exit gate as in normal mode. Exit checks are bypassed. ii) Passengers who wish can take full refund for tokens, from CCC (paid area side). After refund they can insert their token in exit gate and go out. iii) Such refunds are recorded in the system. To account for precise refunds made during incident mode, CCC operator should open a new shift during the period of incidence. iv) No money is deducted from smart card at exit gate.

14   Procedure order for functioning of TVM & key handling by authorized JMRC personnel:

14.1   General Instructions:-
   a) Please check the status of the Coin and CST from CCC.
   b) The maximum capacity of token hopper is 2000.
   c) While replenishing the CST in the container do not exceed the maximum capacity of container.
   d) The description of coin box is as follow:-

Coin Hopper (Supplement)	Coin type	Max. No. of coins
1	Rs. 1	1000
2	Rs. 5	1000

Process	Coin Types
Acceptance of coin	Rs. 5, Rs. 10
Refund	Rs. 1, Rs. 5

   e) The left side hopper is for Rs. 1 coins and right side hopper is for Rs. 5 coins.
   f) Please put the coins in their respective hoppers.
   g) Close the door, the system logs out.

14.2   During Operation Start Time & Operation Time:-
14.2.1 Tokens Replenishment
   I.   Open the main door with main key
   II.   Insert the agent card in the card reader slot & enter the password or enter the agent ID and password on the Man Machine Interface (MMI).
   III. Token replenish procedure-

   a) **Step 1**. Pull the Token Issuing Unit (TIU).

   b) **Step 2**. Install the token capture box to the TIU.

   c) **Step 3**. Unlock token box and token hopper and then pull cover.

   d) **Step 4**. Select "1.Operation Service" -> "1.Token Replenishment"

   e) **Step 5**. Input replenished token count and then press enter key.

   > <Token Replenishment>
   >
   > Current Count: 0
   >
   > Input Quantity: 2000
   >
   > Press Enter Key

   f) **Step 6**. Press '*' key to print report.
   IV.   Token Replenishment is over.

14.2.2 Replenishment of coin

      I.   Login Man Machine Interface (MMI)

      a) **Step 1**. Install the coin container to the coin hopper.

      b) **Step 2**. Unlock coin container and coin hopper (supplement) and then pull cover.

      c) **Step 3**. Select "1.Operation Service" -> "3.Coin Replenishment"

      d) **Step 4**. Select coin hopper number. Hopper 1 is Rs. 1 and hopper 2 is Rs. 5

      e) **Step 5**. Input replenished coin count and then press enter key.

```
<Coin Hopper 1 Replenishment>
Coin Type: Rs. 1
Current Count: 0
Input Quantity: 1000
Press Enter Key
```

      f) **Step 6**. Press '*' key to print report

14.3 During Operation Time

The Operator should check following items during operation time.

- Token count in hopper
- Coin count in hopper
- Banknote count in banknote box

If token count and coin count is not sufficient (nearly empty or empty status), the operator should replenish the token and coin.

If banknote quantity of the banknote box is nearly full or full, the operator should retrieve the cash box.

If coin quantity of the coin box is nearly full or full, the operator should retrieve the coin box

14.3.1 Banknote Box Retrieval

Step 1. Select "1.Operation Service" -> "5.Banknote Box Retrieval"

Step 2. Input password again.

```
<Banknote Box Retrieval>

Rs. 5            10

Rs. 10           10

Rs. 20           10

Rs. 50           10

Rs. 100          10

Rs. 500          10

Rs. 1000         10

Please input password again

Pw:
```

Step 3.Retrieval banknote box.

Step 4. Collect banknotes from banknote box and then install banknote box.

When user inserts banknote box to module, banknote module will automatically initialize the module. And then after banknote module initialize complete, TVM make an attachment buzzer sound

14.3.2 Coin Box Retrieval

Step 1. Select "1.Operation Service" -> "6.Coin Box Retrieval"

Step 2. Input password again.

```
<Coin Box Retrieval>
 Rs. 10  10
 Rs. 5   10
 Please input password again
 Pw:
```

Step 3.Retrieval Coin box.

Step 4. Collect coins from coin box and then install coin box.

When user inserts coin box to module, TVM make an attachment buzzer sound.

14.4 Operation End Time

The operator should check following items after operation end time.

- Banknote Box Retrieval
- Print out daily sale report and audit

14.4.1 Daily Sale Report

The operator checks the audit with daily sale report.

This chapter explains the banknote box retrieval report.

```
Token Sale
Count                   : 420
Amount                  : Rs. 530


Add Value Cash
Count                   : 24
Amount                  : Rs. 3200


Add Value Non Cash
Count                   : 10
Amount                   : Rs. 2000
Cash Amount             : Rs. 3730
Credit Card Amount      : Rs. 2000


Insert Amount           : Rs. 3950
Change Amount           : Rs. 220
Credit Card Amount      : Rs. 2000
```

Table 1 Daily Sale Report

Item	Description
Token Sale Count	Total token sale count for daily
Token Sale Amount	Total token sale amount for daily
Add Value Cash Count	Total add value cash count for daily
Add Value Cash Amount	Total add value cash amount for daily
Add Value Non Cash Count	Total add value non cash count for daily
Add Value Non Cash Amount	Total add value non cash amount for daily
Cash Amount	Total sale amount by cash
Credit Card Amount	Total sale amount by credit/debit card
Insert Amount	Total inserted amount for banknote
Change Amount	Total changed amount from coin dispenser
Credit Card Amount	Total credit/debit card sale amount

Daily income amount is sum of token sale amount and add value cash amount and add value non cash amount.

The audit rule is (Token sale amount + add value cash amount) = (Insert amount – change amount). And this amount should be same with actual collected banknote amount.

The daily sale report information will be cleared at every cut off time. If the operator did not print out before cut off time, TVM will automatically print out this report.

Key Management:-

Description of key	Authorisation for operation	Authorisation for maintenance
1. Maintenance Door	SC/CRA	JE/MNTR- Tele & AFC
2. Bank Note Box Attachment	SC/Station Supervisor Agent	
3. Bank Note Box	SC/CRA	
4. TVM Token Hopper	SC/CRA	
5. Coin Hopper	SC/CRA	
6. Coin Cassette	SC/CRA	
7. Coin Supplement	SC/CRA	
8. Coin Box Door	SC/CRA	
9. Coin Box	SC/CRA	

Note: - The following Equipment has the similar key

Single TVM	Multiple TVMs
1. Coin Module Key : (1Key) a. Coin Hopper b. Coin Cassette c. Coin supplement d. Coin Box	This Key is unique for a TVM
2. Maintenance Door (1 Key)	Keys are same in all TVMs
3. BNA: (2 Keys) a. One key for Bank Note box b. One key for Bank Note box attachment	Bank Note Box Attachment (BNA) keys are same in all TVMs
4. Token Module (1 Key)	Token Module keys are same in all TVMs. The door of Coin Box is also locked/unlocked using this key.

Instructions Pertaining to Cash Collection of Non-AFC items

15   **Manual Refund of Unreadable Smart Cards:**
In accordance to Clause 6.8.5 to 6.8.10, following procedure should be followed for proper accountal of Manual Refund in system: -
1.   The receipt book of Manual Refund will be kept in Station Control Room.
2.   On duty Station Controller on behalf of Station Superintendent is authorized to refund after making proper entries in Manual Refund Receipt Book. No staffs below the rank of on duty Station Controller is authorized to make refund of Unreadable Cards.
3.   It is mandatory to mention address and phone number of passenger on receipt foil. While filling receipts, good quality carbon should be used. Incomplete foils will attract disciplinary action against errant staff.
4.   Receipt book is having three foils (Finance Foil, Record Foil & Passenger Foil).
5.   **Finance Foil:** This foil will be submitted to Finance at the End of Every Month, through Revenue/ Commercial Cell along with Balance Sheet & Returns.
6.   **Record Foil:** This foil will be kept at respective station granting Manual Refund.
7.   **Passenger Foil: -** This foil will be given to passenger after refund of amount and taking proper signature at nominated space.
8.   Refund of Unreadable CSC is only possible from the same station where it was originally submitted and after producing Unreadable Receipt Memo.
9.   Station Controller will refund the Amount after judging the genuineness of the passenger and as per details of Balance of unreadable CSC.
10.   After refund, Station Controller will issue Passenger Copy of Refund Memo and collect the Unreadable Receipt Memo from passenger.
11.   Unreadable Receipt Memo should be kept in Station Record duly mentioning amount, Refund Memo receipt number and date of refund. The unreadable Receipt Memo will be pasted on the back of Record foil of Manual Refund Memo foil.
12.   In case of cancellation of Receipt Foil, Station Superintendent will personally give remarks on all the foil. The finance copy and passenger copy shall be sent to Revenue/ Commercial Cell with balance sheet.
13.   Station Superintendent will prepare a concise list of Manual Refunded in format enclosed at Annexure-E, and sent to Revenue/ Commercial Cell at the end of every month along with Balance Sheet and through E-Mail.
14.   Station Superintendent will ensure that no staff below Station Controller should grant manual refund to the passenger.

16   **Group Booking:** It can be done if the group exceeds 20 people. No relaxation will be considered for child below the height of 90 cm (3 feet) in the case of group booking. The access of the group into the paid area will be through side gates. Concern CRA/SC will ensure proper entry/exit of the group through side gates. Group Booking is presently not handled with AFC system. Time Limit for single journey (one side) will be 90 minutes. Any excess time beyond 90 minutes will be charged at rate of Rs. 10/- per one hour or part thereof per person subject to maximum of Rs. 50/- per person.

16.1 If a Group under Group Booking wants to extend its length of journey and reaches the final destination station where the group wants exit, the on duty Station Controller will collect fare from group as per difference of fare through Group Booking Receipt Book duly mentioning "Extension of Group Booking Foil No._____ of station_____ (Name of originating Station)". The same should be reported to Revenue/ Commercial Cell.

16.2 Partial refund of partially used Group Booking is not applicable.

16.3 Return Journey Group Booking is not permissible.

16.4 **Procedure for Group Booking:** Following procedure is to be followed for proper accountal of Group Booking done in system: -

1. The Group Ticket will be issued through Customer Care Centre. The Group Leader will hand over the printed group ticket to the Station Controller.
2. Station Controller is authorized to permit the group under group booking after making proper entries in Group Booking Receipt Book, kept in SCR.
3. It is mandatory to mention address and phone number of Group leader on receipt foil. While filling the receipts a good quality carbon should be used. Uncompleted foils will attract disciplinary action against errant staff.
4. Receipt book is having four foils (Passenger Foil, Station Foil, Finance Foil and Record Foil).
5. **Passenger Foil: -** This foil will be given to passenger as an authority to travel in system.
6. **Destination Station Foil:** This foil is also given to the group leader. Group leader will submit this foil at the destination station at CCC while making Exit. The Customer Care Centre Operator will ensure that the group exits within the prescribed time limit of 90 minute from the time mentioned in the receipt foils issued by the SC of booking Station.
7. **Finance Foil:** This foil will be submitted to Finance at the End of Every Month, through Revenue/ Commercial Cell along with Balance sheet & Returns.
8. **Record Foil:** This foil will be kept at the originating station permitting Group Booking.
9. While making Group Booking, on duty Station Controller will inform Station Superintendent, Destination Station Controller and Revenue/ Commercial Cell regarding details of Group booking. Private No. will also be exchanged with Revenue/ Commercial Cell. After exchange of private number, Group Booking cannot be cancelled.
10. Revenue/ Commercial Cell will keep a register regarding details of number of group booking date wise and station wise (based on telephonic information) received from originating/destination station.
11. Station Controller of Destination Station will keep the destination foil as record and a concise list on format enclosed as Annexure-F duly forwarded by Station Superintendent will be sent to Revenue/ Commercial Cell.

17 **Penalties:**

17.1 **Penalty for carrying away token without depositing at Exit Gate:** - The token and Rs.50/- (in cash) fine is to be collected from the defaulter caught in unpaid area while exiting with such token. Manual Penalty Receipt to be given by Station Controller.

17.2 **Procedure order for accountal and remittance of flying squad earning**
1. The penalty receipt books for the squad teams will be issued from Revenue/ Commercial Cell and will be kept separately in SCRs at the nominated stations.
2. After end of the business working day of squad teams, the collected amount will be deposited at the nominated stations on the same day.
3. The nominated station will show this amount in earning of station (as mentioned above) under head **"*other penalties*"**.
4. The nominated station will send a concise report of the earning at the end of month along with **"*Finance Copy*"** with Balance Sheet/Periodicals.
   The Penalty receipt book issued for this purpose must be kept separately and shouldn't intermingle with station money value books.

18 **Outstanding:** - Any short cash deposition on account of system failure by any operator will be declared under this head. The short deposition of cash will have to be claimed through outstanding format placed at Annexure-H.

18.1 **Procedure for Outstanding claim and clearance:** -

18.1.1 If any operator observes short in cash in his shift due to AFC system problem/any other problem, the same amount in short in cash may be deposited as Outstanding in SCR with his/her written statement on the format (Annexure-H).

18.1.2 No outstanding or short deposition of cash is permitted without written statement of operator and duly acknowledgement of on duty Station Controller

18.1.3 The outstanding format must be filled in all respects and properly signed by Operator & forwarded by SS/SC. Any correction must be countersigned by the concern employee with EMP ID.

18.1.4 All outstanding cases must be entered in outstanding register placed in SCR.

18.1.5 The detail of all outstanding cases of the day must be submitted online (Revenue/ Commercial Cell Website) on daily basis without fail. If details are not submitted online on the same day (before relaying night earning report), the consideration of the outstanding will be rejected and the outstanding amount will be recovered from concern SC. The concern station will be responsible for recovery of amount and its submission in station earning.

18.1.6 The outstanding format must reach Revenue/ Commercial Cell within 48 hrs of occurrence.

18.1.7 In case of wrong online submission of outstanding details, immediately contact Revenue/ Commercial Cell for correction.

18.1.8 All the outstanding details received online from stations will be submitted to AFC on the very next day.

18.1.9 After receiving of details, AFC will provide the reply of the cases to Revenue/ Commercial Cell with in 48 hrs.

18.1.10 Based on replies received from AFC, the letters regarding recovery will be sent to Stations on next day.

18.1.11 The letter for the waiver of all genuine cases will be submitted to Finance Department on every month end.

18.1.12 The Finance Department will verify the cases and provide their approval for waiver every fortnightly.

18.1.13 If any case rejected by System Analyst/ Manager (Tele & AFC) while verification, said amount must be deposited in Station Earning within 5 days without fail after receiving the letter of rejection. Station Superintendent will be responsible for recovery.

18.1.14 Intimation Letter must be sent by Stations to Revenue/ Commercial Cell for every recovery and all of the waived off of Outstanding Amount should be reflected in current periodical & Balance Sheet.

18.1.15 In case of any discrepancy, it must be reported to Revenue/ Commercial Cell immediately.

19 **Procedure order for handling Money Value Books at Stations:**

19.1 Each Money Value Book for a Station must be received by concern Station Controller/Station Superintendent. It is the sole responsibility of Station Controller/ Station Superintendent to keep proper record of Money Value Books at Station in Money Value Record Register.

19.2 During receiving of Money Value Book, Station Controller/ Station Superintendent must ascertain that the provided Money Value Book is proper and no discrepancy has been found. In event of any discrepancy, the same immediately be informed to Revenue/ Commercial Cell, and the Book would not be used in Money Transactions.

19.3 After thorough check of the Money Value Book during receiving, Each Station Controller/ Station Superintendent has to verify on the back of first Station Record foil that "This book consist of serial number from ____ to ____ is checked and is found correct".

19.4 Each Money Value Book at Station should be kept in custody of on duty Station Controller and should be handed over and taken over during change of shift.

19.5 Each Money Value Book should be supervised by concern Station Controller/ Station Superintendent on daily basis and signed on the last issued money valued foils.

19.6 The money transaction though Money Value Receipt Book must be done by on duty Station Controller/ Station Superintendent.

19.7 Each cancelled Foil should be verified by concern Station Controller/ Station Superintendent with justified reason.

19.8 All copies of the cancelled foils except station record foil must be sent to Revenue/ Commercial Cell with Balance Sheet of every month.

19.9 During money transaction, a good quality carbon should be used so that proper impression will appear on carbon copies.

a. In all money value Receipts Books printed, the first copy should be record copy, second copy should be Passenger copy, third should be Finance copy and fourth copy should be destination station copy (applicable for Group Booking book only).

b. If any record foil is kept blank the highest possible value may be debited against the station.

c. One manual receipt is to be issued for one case only.

19.10 Finance Copy of every Money Receipt Foils used during the month must be sent to Revenue/ Commercial Cell along with Balance Sheet.

19.11 TIA/Finance official at the time of inspection will give remarks in the Stock Register about the available stock and in use foils of Money Value Books concerned.

19.12 For loss of each foil, highest possible value will be recovered from responsible staff. The recoverable amount per foil is listed below: -

Sr. No.	Money Value Book	Recovery amount @ per foil	Remarks
1.	Manual Refund Book	Rs. 1050/-	Equivalent to Highest store value limit Rs. 1000/- + Security Deposit Rs. 50/-
2.	Penalty Receipt Book	Rs. 500/-	Equivalent to highest possible penalty
3.	Miscellaneous Receipt Book	Rs. 500/-	Equivalent to highest possible penalty
4.	Group Booking Book	Rs. (50 X Maximum fare of system)	Considering group of 50 peoples with maximum fare of system.
5.	Sale of Forms/ Books etc.	Rs. 1500/-	Highest value of a Book is Rs. 1500/-

20 **Revenue/ Commercial Reports**: - The Balance Sheet, Periodical Report, Manual Receipts, Stock reports and defective/defaced cards/tokens will be submitted to Revenue/ Commercial Cell as per given schedule:-

Table A:

Sr. No.	Report Particulars	Report to be submitted to		Deadline for submission
		Revenue/ Commercial Cell As a	Finance As a	
1	Periodical Returns (1- 10th)	Print		All the E-mails should be sent by 2nd of every month and hard copies (as print) as per below schedule for every month till 16.00 hrs.
2	Periodical Returns (11th - 20th)	Print		
3	Periodical Returns (21st - 31th)	Print		
4	All Periodical Returns for the month		E-mail	
5	Balance Sheet for the month.	Print	Print & E-mail	

Sr. No.	Report Particulars	Report to be submitted to		Deadline for submission
		Revenue/ Commercial Cell As a	Finance As a	
6	Summary of unreadable card manual refund.	Print & E-mail		All the E-mails should be sent by 2nd of every month and hard copies (as print) as per below schedule for every month till 16.00 hrs.
7	Summary of other money value receipt.	Print & E-mail		
8	Details of add value in HDFC bank cards. (Wherever applicable)	Print & E-mail		
9	Stock report of Money value items.	Print & E-mail		
10	CSC/CST Returned to Revenue/ Commercial Cell.	Print		
11	Finance copy of all money value receipts.	Finance Copy		
12	Revised Balance Sheet & Periodical of previous month.	Print	Print & E-mail	

20.1 The finance copy of used receipt foil during month, with concise details, must be submitted at Revenue/ Commercial Cell along with Balance Sheet of every month till 16.00hrs at Rev/cell.

20.2 A concise list, in enclosed format at Annexure-E, Annexure-F, Annexure-I & Annexure-G, of money receipts through Money Value Books (Manual Refunded, Group Booking, Penalty Receipt & Shops/ Kiosk Receipt) should be submitted to Revenue/ Commercial Cell through E-Mail to the designated address by 2nd of every month.

20.3 Each cancelled Foil should be verified by concerned Station Superintendent with justified reason.

20.4 All copies of the canceled foils except station record foil must be sent to Revenue/ Commercial Cell with Balance Sheet of every month.

20.5 In case of any clerical mistake in Periodicals and Balance Sheet, a revised copy of the same should be submitted to Revenue/ Commercial Cell and Finance (hard as well as soft copy) on next day of schedule time of station duly mentioning "Revised Copy Dated-_____" on top right corner.

20.6 Every copy of Balance sheet, Periodical returns, stock sheet and other than required copy to be dully sign by concern Station Superintendent/Station Controller with station stamp.

20.7 Check list for submitting Balance Sheet at Revenue/ Commercial Cell: -
1. Balance Sheet
2. Last Periodical of the Month
2. CSC Stock Position
3. Money Value Items Stock Position
4. Concise list of money receipts through Money Value Books
5. Defective CSC (if any)
6. Defective CST (if any)
7. Defaced CSC (if any)

Annexure-A

JAIPUR METRO RAIL COPORATION

Periodical Summary of Unreadable Cards

(See Clause 6.8.13)

Station Name: …………………………..   **Date: ………………..**

S N	Unreadable Foil No.	Date mailed to OCC/Rev	Physical Condition	Probable Amount	Physical engraved ID	Passenger Name	Contact Number	Remarks

Signature of Station Superintendent/Station Controller

Station Stamp

Annexure-B

JAIPUR METRO RAIL CORPORATION

Unreadable Card Receipt Book

(See Clause 6.8.7)

_____Metro Station Revenue/ Commercial Foil

Date of Card Received_____   Sr. No. Rev_____

To be filled by Passenger

1. Name of Passenger_____
2. Contact No. _____
3. Address_____
_____
4. Card Purchased (a) Station _____ (b) Date_____
5. Last Add date (a) Station_____ (b) Date_____(c) Amount_____
6. (a) Security Amount_____(b) Probable Remaining Amount_____
   *@ if unable to recall remaining value, please tick
7. Last journey done

        Form   To   Date   if unable to recall remaining value, please tick

   (a) _____
   (b) _____
   (c) _____

        To BE FILLED BY CUSTOMER CARE OPERATOR

8. CSC ENGRAVED | | | | | | | | | | | | ID

9. Physical Condition of CSS (OK/Damaged)_____
   *if passenger unable to recall, value provided by JMRC will be final-
   Signature of Passenger

1. URC PASTE HARE WITH CELLO TAPE (DO N NOT STAPLE OR STICK) 2. ENGRAVED ID SHOULD BE VISIBLE AFTER PASTING.	Signature of CC operator Name of Operator _____ Agent ID/Emp. No._____

Remarks of SS/ SC: - I have checked the Physical Condition & CSC engraved ID of the above mentioned unreadable card

Station Stamp   Signature of Station Supdt./ Station Controller

Note:- Above mentioned Physical condition and Engraved ID, if found contradictory the forwarding authority will be held responsible.

Annexure C

JAIPUR METRO RAIL CORPORATION

Format for CSC with Illegible ID

(See Clause 6.8.18)

Station
Case date
Foil No.
DETAILS

1. Probable Amount (including security deposit) = Rs…………………………………………..
2. Last Journey done form……………………………….. to ……………………………………………
3. Last Journey date…………………………………………...
4. Last add value: Date……………………… Amount…………………………………….. Rs……………………Station……………………………
5. Frequency visited stations:-

Station	Date and time
(a) …………………………….......	……………………………….......
(b) …………………………….......	……………………………….......
(c) …………………………….......	……………………………….......
(d) …………………………….......	……………………………….......

6. Smart Card Purchased from = Station ……………………………………

Date……………………………….

Note: If any receipt (pertains to sale, add value, penalty etc.) related to this particular card is available, then mention the receipt detail or attach with this form also.

Signature of Passenger

Signature of SS/ SC

Station Stamp

Annexure D

JAIPUR METRO RAIL CORPORATION

Details required by AFC

(See Clause 6.8.17)

Station
Case date
Foil No.
DETAILS

1. Probable Amount (including security deposit) = Rs…………………………………………..
2. Last Journey done form……………………………….. to ………………………………………….
3. Last Journey date…………………………………………..
4. Last add value: Date………………………… Amount…………………………………….. Rs……………………Station…………………………………
5. Frequency visited stations:-

Station	Date and time
(a)…………………………….......	………………………………….......
(b)…………………………….......	………………………………….......
(c)…………………………….......	………………………………….......
(d)…………………………….......	………………………………….......

6. Smart Card Purchased from = Station ……………………………………

Date……………………………….

Note: If any receipt (pertains to sale, add value, penalty etc.) related to this particular card is available, then mention the receipt detail or attach with this form also.

Signature of Passenger

Signature of SS/SC

Station Stamp

Annexure-E

JAIPUR METRO RAIL COPORATION

Performa for Manual Refund Cases

(See Clause 15)

Station Name: …………………………..   **Month: ………………..**

SN	Case Date	Date of Manual Refund	Refund Memo No.	Passenger Name	Physical engraved ID	Amount refunded (excluding security & bonus (A)	Security deposit amount refunded (B)	Total amount refunded (A+B)	Security Amount forfeited in case card physically damaged (Rs. 50)	Remarks

Signature of Station Superintendent/Station Controller

Station Stamp

Annexure-F

JAIPUR METRO RAIL COPORATION

Performa for Group Booking

(See Clause 16.5)

Station Name: …………………………..   **Date: ……………….**

SN	Receipt No.	Name of Organization	From (Originating Station)	To (Destination Station)	Time		Number of Passengers	Amount	Emp. ID of SC
					Booking	Exit			

Signature of Station Superintendent/Station Controller

Station Stamp

JAIPUR METRO RAIL COPORATION

Performa for Book Sale

Station Name: …………………………..   **Date: ………………..**

SN	Receipt No.	Title of Book	Rate	Quantity Sold	Total Amount	Emp. ID

Signature of Station Superintendent/Station Controller

Station Stamp

Annexure-H

JAIPUR METRO RAIL CORPORATION

Outstanding Format

[See Clause 2.8.2 (c) & 18]

Station Name………………………………

SUB: Outstanding Amt= Rs…………………………. of Date………………………… of Time………………….
1. OPERATION NAME………………………………… 2. EMP. NO……………………………………………..
3. WHORKING ID……………………………………. 4. TOM NO……………………………………………….
4. SHIFT NO………………………………………………………………………………………………………..
5. REASON OF OUTSTANDING………………………………………………………………………………..

6. CASE CARD NO.

7. CASE TOKEN NO.

8. CASE TOKEN SR NO……………………………………………………………………………………………
    (AS PER ANALYSIS)
9. AMOUNT   PAID   UNPAID   STATUS

(TICK THE CONCERNED)
THESE INSTRUCTION OF MANAGER (COMMERCIAL) ARE FOLLOWED IN THIS FORMAT
1. No outstanding in case of CSTs will be accepted for "write ticket error'. In such cases proper procedure as per Business Manual Version 00 Clause 2.8.2 (c) has to be followed.
2. If WTE comes during refund of CSC's the concerned CSC is to be attached while sending the case.
3. Clearly mention the Engraved number in the format.
4. Enclose carbon copy of End of Shift report of each case.
5. Clearly mention the outstanding reason e.g. (WTE in CSC during Add value/WTE in CSC while issuing/WTE in CSC during refund).

I have enclosed a copy concerned End of Shift report with this form. All the information given above is correct to the best of my knowledge, hence this amount may be considered as outstanding if my statement regarding this outstanding found wrong, then I will be liable to pay the amount.

Enclosures:-
1. Copy of end of shift report
2. Card/Token if available, must in case of CST & CSC refund

Forwarded by

Signature of Station Supdt./Station Controller   Signature of Operator

                                                                                 Name of

Operation……………………..
Station Stamp   Agent ID/Emp.
No……………………………..
FOR OFFICE USE ONLY
REMARKS OF CR……………………………………………………………………………………………………
REMARKS OF SSA/Manager (Tele & AFC)…………………………………………………………………………..

JAIPUR METRO RAIL COPORATION

Performa for Penalty Cases

Station Name: …………………………..   **Date: ……………….**

SN	Foil Number	Time	Name	Address	Exact Nature of Offence	Section or reference	Amount	Emp. ID of SC

Signature of Station Superintendent/Station Controller

Station Stamp

Annexure- J

JAIPUR METRO RAIL COPORATION

JMRC Credit Card Authorization Form for Auto Top-up

(See Clause 12.1.c)

I hereby authorize JMRC to debit my Credit Card account for collection of:

JMRC Card No.:…………………………..   Date:…………………………

Name of Customer:…………………………. Tel No:……………………………

Address:……
………………………………..Pin:………………………

Type of card: VISA   Master Card   Diner's card

Name of Credit card Holder:……………………………………

Credit Card Number: ………………………………..

Issuing bank:

Amount (in rupees only)

50	100	150	200	250 ………	1000	

Threshold amount……………………………………………………..

* The Threshold amount, in case your card balance goes below the mentioned amount then the Instruction will be sent to JMRC for debit on the Credit card.

Declaration:

1. The credit card as mentioned is in my name.
2. Thereby agree to make payments to, and authorize JMRC to debit the given Credit Card account with the amount of the recharge as would be applicable/ chosen by me.
3. In case of recharge these instructions are valid on an ongoing basis till issue instructions to the contrary in writing to JMRC.
4. I understand and agree that in event my credit card account expires, or is not renewed by me for any reason I shall comply with the Company's direction in ensuring that any recharge be me is paid to Company through any of the modes of payment prevailing and made available by the company at the point of time.
5. The cancellation of Instruction will take five days for processing after placing the request. In the interim if the amount is deducted for Standing Instructions, then JMRC will not be liable for the same

For JMRC Use:

Station name:……………………………………   **Signature of Customer**

Staff name:………………………………………   **signature of the credit card Holder**

Staff sign……………………………………………

Date:……...………………. Time……………………………. am/pm

Acknowledgement Slip

Received a request for credit card authorization for JMRC Card No……………………………… on ……………………… at…..am/pm

Stamp/seal of JMRC

Annexure-K

JAIPUR METRO RAIL COPORATION

SAF (Shift Abstract Form)

[See Clause 2.5 (iv), 2.8.2 (b), 2.9 & 3 (b)]

Station code		Month		Year			Sl. No.	Date :-
								Name:-
Tom No.								File No.
Duty to be perform from Hrs. to Hrs.								Imprest given to Operator (Y in Rs.)

Detail of Stock/Float Reading

Item	Cont. No	Qty (A)	Qty Sold (B)	Defective Token (C)	Loose Token (D)	Qty. Returned (A+B+C+D)
CST						
Total						

Paste End of Shift Receipt No.

Summary of Notes (Handed over to SC/Commercial Cell by Contractor Personnel)

Denomination	NO	Amount
1000		
500		
100		
50		
20		
10		
5		

Summary of Sale

Item	Qty.	Amt.
CST		
Sub Total		
Refunded CST		
Cancelled CST		
Sub Total		
Excess Amt.		
NET TOTAL (X)		

The TOM Operator must be ensure his/her signature in End of Shift after passing on SAP form

Gross Amount handed over to SC by Contractor Personnel (X+Y)

Remarks if Any

Sign of TOM Operator

Sign of SC		

At Start of Shift				At Start of Shift		

			DETAIL OF EFFECTIVE CST's			
S. No.	ENGRAVED ID	REASON	S. No.	ENGRAVED ID	REASON
		DETAIL OF INVALID LOOSE CST's			
S. No.	ENGRAVED ID	REASON	S. No.	ENGRAVED ID	REASON

AT end of Shift				AT end of Shift		

			DETAIL OF DECOY CHECK DURING THE SHIFT				
TIME	CHECK BY	DESIG.	EMP NO.	AS PER SHIFT		AS PER SHIFT		MISMATCH IN CASE	SIGN
				QTY	AMOUNT	QTY	AMOUNT		

Remarks…………………………………………………………………………………………..

Fare Structure

No. F7(C-23)JMRC/Fare Matrix/2013/1509-A   Date: 20-02-2015

NOTIFICATION

Sub.: Fare structure on initial opening of metro operations by JMRC.

In exercise of the powers conferred under Section 33 of the Metro Railways (Operation and Maintenance) Act, 2002, the Jaipur Metro Railway Administration has approved the fare structure and related regulations to be applicable on and from the initial opening of Jaipur Metro operations, as under:

I   Revenue operation of Jaipur Metro will cover the following 9 stations:

(Distance in kms)

SN	Stations	Mansarovar	New Aatish Market	Vivek Vihar	Shyam Nagar	Ram Nagar	Civil Lines	Railway Station	Sindhi Camp	Chand-pole
1	Mansarovar	0.00	1.45	2.56	3.44	4.19	5.30	6.82	8.07	8.86
2	New Aatish Market	1.45	0.00	1.11	1.99	2.73	3.84	5.36	6.62	7.41
3	Vivek Vihar	2.56	1.11	0.00	0.88	1.63	2.74	4.26	5.51	6.30
4	Shyam Nagar	3.44	1.99	0.88	0.00	0.75	1.85	3.38	4.63	5.42
5	Ram Nagar	4.19	2.73	1.63	0.75	0.00	1.11	2.63	3.88	4.67
6	Civil Lines	5.30	3.84	2.74	1.85	1.11	0.00	1.52	2.77	3.56
7	Railway Station	6.82	5.36	4.26	3.38	2.63	1.52	0.00	1.25	2.04
8	Sindhi Camp	8.07	6.62	5.51	4.63	3.88	2.77	1.25	0.00	0.79
9	Chandpole	8.86	7.41	6.30	5.42	4.67	3.56	2.04	0.79	0.00

II   Fare Structure

No. of Stations travelled	Standard Fare for Peak Hours (in Rs.)	Standard Fare for Off-peak Hours (in Rs.)
0 to 2 stations	10	5
3 to 5 stations	15	10
6 to 8 stations	20	15

III Fare Matrix Tables

A. Standard Fare

A-1 <u>For Peak hours</u>

Figures in Rs.

Station	MSOR	NAMT	VKVR	SMNR	RMNR	CLJP	MRSN	SICP	CDPE
MSOR	10	10	10	15	15	15	20	20	20
NAMT	10	10	10	10	15	15	15	20	20
VKVR	10	10	10	10	10	15	15	15	20
SMNR	15	10	10	10	10	10	15	15	15
RMNR	15	15	10	10	10	10	10	15	15
CLJP	15	15	15	10	10	10	10	10	15
MRSN	20	15	15	15	10	10	10	10	10
SICP	20	20	15	15	15	10	10	10	10
CDPE	20	20	20	15	15	15	10	10	10

A-2 <u>For Off-Peak hours</u>

Figures in Rs.

Station	MSOR	NAMT	VKVR	SMNR	RMNR	CLJP	MRSN	SICP	CDPE
MSOR	5	5	5	10	10	10	15	15	15
NAMT	5	5	5	5	10	10	10	15	15
VKVR	5	5	5	5	5	10	10	10	15
SMNR	10	5	5	5	5	5	10	10	10
RMNR	10	10	5	5	5	5	5	10	10
CLJP	10	10	10	5	5	5	5	5	10
MRSN	15	10	10	10	5	5	5	5	5
SICP	15	15	10	10	10	5	5	5	5
CDPE	15	15	15	10	10	10	5	5	5

Notes to Fare Matrix Tables:

(i)   Abbreviations used in the Fare Matrix Tables for various station names:

MSOR	-	Mansarovar	NAMT	-	New Aatish Market
VKVR	-	Vivek Vihar	SMNR	-	Shyam Nagar
RMNR	-	Ram Nagar	CLJP	-	Civil Lines
MRSN	-	Railway Stn.	SICP	-	Sindhi Camp
CDPE	-	Chandpole			

(ii) **Automatic Mid-term Fare Correction Formula:**

The standard fare for peak and off-peak hours shall be automatically updated once every 2 years after commencement of revenue operation, using the following mid-term fare correction formula:

The first updated fare (F_1) shall be effective from 01.04.2017 and shall be calculated as under:

$F_1 = F_0 \times V$

F_1 = First updated fare (to be effective from 01.04.2017)

F_0 = Initial Standard fare (as in Tables A-1 and A-2)

V = Variation factor for O&M cost to be calculated as under:

$V = \left[0.35 \times \dfrac{(E_1 - E_0)}{E_0}\right] + \left[0.35 \times \dfrac{(S_1 - S_0)}{S_0}\right] + \left[0.30 \times \dfrac{(R_1 - R_0)}{R_0}\right]$

E_0 = Per unit purchase cost of JVVNL supply payable by JMRC as on 1st Jan., 2015

E_1 = Per unit purchase cost of JVVNL supply payable by JMRC as on 1st Jan., 2017

S_0 = Dearness Allowance (DA) rate for State Govt. employees as on 1st Jan., 2015

S_1 = DA rate for State Govt. employees as on 1st Jan., 2017

R_0 = Monthly All India CPI (General) for Industrial Workers for Jan., 2015

R_1 = Monthly All India CPI (General) for Industrial Workers for Jan., 2017

The updated fare so arrived at shall be rounded off to nearest Re.1/- (i.e., if the effect of variation on fare is below 50 paisa, the same shall be ignored and for the effect of 50 paisa or more, the fare shall be increased by Re. 1/-).

Next updation after two years under this automatic mid-term fare correction formula shall be worked out on the above method by taking various indices for 2017 in place of 2015 and for 2019 in place of 2017 for the fare to be effective from 01.04.2019 and so on for subsequent updations, to be implemented with the approval of the Jaipur Metro Railway Administration.

(iii) The peak/off-peak hours shall be decided by the management of JMRC in the next 6 months' time, based on the pattern of actual ridership data and other relevant factors. The management of JMRC reserves the right to declare the entire duration of business hours as peak hours. Meanwhile, for the first six months of operation, the trains shall run at off-peak hour rates throughout the business day, as an introductory offer:

B. **Introductory Fare:**

For the first six months of Operation

Figures in Rs.

Station	MSOR	NAMT	VKVR	SMNR	RMNR	CLJP	MRSN	SICP	CDPE
MSOR	5	5	5	10	10	10	15	15	15
NAMT	5	5	5	5	10	10	10	15	15
VKVR	5	5	5	5	5	10	10	10	15
SMNR	10	5	5	5	5	5	10	10	10
RMNR	10	10	5	5	5	5	5	10	10
CLJP	10	10	10	5	5	5	5	5	10
MRSN	15	10	10	10	5	5	5	5	5
SICP	15	15	10	10	10	5	5	5	5
CDPE	15	15	15	10	10	10	5	5	5

(iv)   The Jaipur Metro Railway Administration reserves the right to extend the validity of Introductory Fare for a further period of upto six months (i.e., up to 12 months of revenue operation) if further promotion is considered desirable.

(v)   For the Store Value Card users, the fare shown in the Fare Matrix Tables (A-1, A-2 & B) shall be subject to the following discount:

Fare	Discount
Less than Rs.10	Nil
Rs.10 or more but less than Rs. 20	10%
Rs. 20 or more	15%

(vi)   Tourist Cards: There will be two types of Tourist Cards, one-day tour card and three-day tour card, as under:

<div align="right">(Figures in Rs.)</div>

Tourist Card	Fare	Refundable Security Deposit	Total Cost of the Card
One-day Tour Card (which can be used on any one business day for unlimited number of trips)	50	50	100
Three-day Tour Card (which can be used on any three consecutive business days for unlimited number of trips)	150	50	200

(vii)   Group Tickets: Manual paper tickets will be issued to groups of more than 20 commuters, on their request, at a discount of 10%.

(viii) This fare structure will continue to be applicable until fresh Fares are fixed by the Jaipur Metro Railway Administration on the recommendation of the Fare Fixation Committee constituted under section 34(1) of the Metro Railways (O&M) Act, 2002.

The notification shall be read with the Business Manual of JMRC.

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