

DO'S AND DON'TS AT METRO STATIONS

Do's

- ✓ Do stand in queue at ticket counters, ticket vending machines and AFC gates.
- ✓ Do show your metro tickets to Metro personnel for inspection whenever requested.
- ✓ Do take care of your belongings and valuables.
- ✓ Do stay behind the yellow line while waiting at Platform.
- ✓ Do mind the gap between the edge of the platform & the Train doors while boarding or debarking the train.
- ✓ Do exercise care while using escalator and lifts. Press emergency button to stop the escalator in emergency.
- ✓ Do promptly evacuate the station in emergency in case advised.
- ✓ Do stand to the left while using escalators.
- ✓ Do offer help to specially abled passengers, if needed.
- ✓ Do abstain from objectionable conduct like drunken and unruly behaviour.
- ✓ Do contact Metro Staff for any assistance.
- ✓ Do give preference to needy while using the lift.
- ✓ Do limit your baggage size to 60 cm X45cm X25 cm.

Don'ts

- ✗ Don't get down on the track as Third Rail is energized with highly hazardous 750 Volt DC supply.
- ✗ Don't obstruct or force open the train doors and don't lean against them while travelling.
- ✗ Don't throw paper ticket inside station premises.
- ✗ Don't litter, spit or smoke inside station and Train.
- ✗ Don't consume eatables and beverages inside the Metro premises.
- ✗ Don't step on the Tactile path meant for the visually impaired people.
- ✗ Don't let children play on platform. Keep hold of them.
- ✗ Don't misuse communication or safety equipment.
- ✗ Don't bring objectionable item like inflammable items, weapons etc. inside metro premises
- ✗ Don't try to travel on the roof of the train.
- ✗ Don't bring pets inside the Metro premises.

OFFENCES WITH PENALTIES

SI No	Offence	Fine	Additional recovery/ Actions
1	a) Drunkenness, intoxication b) Nuisance, vandalism or any act of indecency, use of abusive or obscene language; littering or spitting in metro premises or train; eating or drinking in metro premises or train; quarrelling in metro premises or Train c) Wilfully or without excuse interfering with the comfort of any passenger; Sitting on floor of Train;	₹500.00	Either forfeiture of pass (or Ticket) purchased OR Removal from Train
2	Taking or causing to take offensive material in Metro premises or Train.	₹500/-	Be responsible for any loss, injury or damage which may be caused because of bringing of the material
3	a) Demonstration of any kind in metro railway premises & Train. b) Paste or put up any posters, write or draw anything in train or premises of metro. c) Refuse to leave train or metro premises when asked by metro personnel	₹1000/-	Forfeiture of pass, Ticket & Removal from carriage, Metro premises
4	Travelling on roof of Train or persists in travelling in any part of train not for passenger use	₹50/-	Forfeiture of pass, Ticket & Removal from carriage, Metro premises
5	a) Unlawful entry into metro premises or refusal to leave when requested by metro official b) Walking on the Track	a) ₹250/- b) ₹500/-	
6	Obstructing running of train by any means including picketing, interfering with train, signalling system or otherwise Misuse of Emergency Stop Plunger, Emergency Trip Switch etc. leading to stoppage of train running	₹2000/-	Removal of offender from metro premises
7	Obstructing Metro Official in his duties	₹1000/-	
8	Travelling without proper pass or ticket or beyond authorised distance	₹50/-	a) Maximum fare in case person fails to immediately produce valid ticket when demanded by authorised metro official. b) Difference of fare in case of travel beyond authorised distance
9	a) Interfering with means of communication in train without any reasonable and sufficient cause. b) Misuse of Passenger Emergency Alarm.	₹ 1000/-	
10	Removal, damage or defacing of Public Notices	₹ 250/-	



KOCHI METRO RAIL LIMITED

11	Unauthorised sale of article in Metro Rail	₹ 500/-	In case of non-payment of penalty, prosecution with imprisonment up to six months
12	Unauthorised sale of Metro Tickets	₹ 500/-	Forfeiture of Tickets
13	Taking or causing to take dangerous material in Metro premises or Train.		Prosecution with punishment of imprisonment up to 4 years and penalty of up to ₹5000/-. Be responsible for any loss, injury or damage which may be caused because of bringing of the material
14	Other offences		Prosecution and punishment including imprisonment and fines