

BMRCL/CPRO/Press Release/2019-20

08th January 2020

PRESS RELEASE

Ever since commencement of Metro train services in the year 2011, Bangalore Metro Rail Corporation is extending its best services to the public. We are glad to notify that the punctuality achieved is consistently above 99% in the last 8 years of operations. BMRCL is running the trains at intervals upto 4 minutes during peak hours to meet the demands of the public. We are constantly reviewing and updating the metro services to meet the commuter's demands and requirements.

BMRCL has taken immediate steps to increase the comfort levels by converting all trains of the East-West Corridor (Purple line) into 6 car train sets. Even on the North-South Corridor (Green line) most of the trains are already converted to 6 cars and by the end of January 2020, all the trains will be 6 car train sets.

Apart from the above, several other measures have been adopted for passenger conveniences viz.

1. Extending the metro services upto midnight from the interchange station–Nadaprabhu Kempegowda station, Majestic w.e.f. 1st January 2020.
2. First coach reserved for Lady passengers and is being enforced strictly; Ladies can travel with better levels of security.
3. Introduction of trains on special occasions viz. New Year eve, Flower shows, cricket matches.
4. Providing additional 18 Escalators at 15 stations. 11 more escalators will be provided shortly in 6 more stations.
5. Providing better illumination levels with LED lamps at all stations.
6. Enhancing security at stations.
7. Vehicle parking facility at stations.
8. On- line top-up of smart cards.

The upgradation of 3 car trainsets to 6 car train sets have increased the operational expenses beside general increase in the cost of services. However, BMRCL's base fares have not been revised from the year 2017. In the financial year 2019-20, the likely net cash loss is estimated to be Rs 60 crores.

Base fare is fixed for single journey, for which commuters are required to buy tokens for each Journey. In order to save commuters time, BMRCL had introduced incentive of 15% discount on the base fare to popularize use of stored value smart cards. It is heartening to note that 62 % of the commuters have patronized smart cards. In view of achievement of high patronage of smart cards, the incentive by way of discount on the base fare structure will now be revised from 15 % to 5 % w.e.f 20/01/2020.

However, it is brought to the notice of the public that there is no change in the base fare.

BMRCL requests all its smart card users to note the above change and continue to use smart cards for hassle free travel.


(B.L. Yashavanth Chavan)
Chief Public Relations Officer