

Penalties

➤ PENALTY STRUCTURE

Passenger has to pay penalty in cash.

- The maximum permissible time limit between purchase of smart token and entry into paid area at the station is 45 minutes and between entry to exit is 120 minutes for both token and card (smart card and student smart card).
- In case patron is detected travelling without token /any type of card, a penalty of Rs.250/- plus the maximum fare chargeable at the station of detection is charged.
- In case a token holder oversteps his zone of travel, he is required to pay a penalty of Rs.250/- plus the difference of fare between the zone of actual travel and over stepped zone.
- If a passenger loses his authority to travel in the paid area, he is not able to exit through the exit gates. He is considered travelling without ticket and penalty as per applicability.
- A penalty of Rs.250/- is levied on a defaulter who exits without depositing the token at the gate.
- The holder of student smart card is subjected to same penalty when the student oversteps his station of exit. In addition to penalty, one ride is also deducted from the total allowed in the student smart card.
- When the card holder of the student smart card detrains short of his exit point, he is charged a penalty of Rs.250/- in addition to deduction of one ride.
- Penalty for nuisance activities affecting cleanliness of Railway premises is upto Rs.500/- and penalty for other nuisance activities is upto Rs.250/-.
- Whenever a passenger holding smart token or smart card or student smart card remains in the paid area for more than two hours, penalty of Rs.10/- per hour, subject to a maximum of Rs.50/- is collected. Whenever the passenger remains in the paid area for more than two hours for reasons beyond his control, no penalty is imposed on him.
- Passenger holding a smart token or smart card or student smart card is allowed to exit from the paid area of the same station within 20 minutes at which entry has been punched. In this situation token is collected at the gate and smart card is deducted with Rs.25/- (maximum chargeable fare) and one ride is deducted from the student smart card.
- A penalty of Rs.250/- shall be imposed for taking photograph/s at Metro stations as well as inside Metro train.