

Press Release

Sub: Free Phone (Landline) Facility at Metro Stations – Benefit of Passengers - Reg

Free Phone (Landline) Facility at Metro Stations:

CMRL has arranged “free to use” Telephone facility in all 19 underground stations for Metro passengers in case of urgency. These Phones are available in the “Customer Care” located in the Concourse area for easy access to passengers. This service is available to all.

Passenger Emergency Telephone

The Passenger Emergency Telephones, two numbers per platform have also been provided at the Station Platforms to facilitate Passengers communicate with the Chennai Metro Rail staff in case of any emergency. These hotline telephones are configured to dial the station control room upon lifting the handset. If Station controller does not answer the call, the Passenger emergency Telephone call will be redirected to Operation Control Centre and suitably guided.

Mobile Coverage at Metro Stations and Tunnels:

The Mobile Service coverage by Jio and Airtel is available at metro stations and tunnels between Thirumangalam and Egmore Metro stations in Green Line and also between Saidapet to AG-DMS in Blue Line. Vodafone coverage will be available in a month in the above mentioned metro stations and tunnels.

Work is under progress by the public cellular infrastructure provider and has been targeted for completion in 2-3 months at Central Metro and UG stations between Washermenpet Metro to AG-DMS Metro Station.