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Press Release

Chennai Metro introduces Metro Ticketing in ONDC Network

Passengers can now book their Chennai Metro Tickets directly from the ONDC Network

Chennai, 02 February 2024: CMRL is excited to announce of its collaboration with Open Network for Digital Commerce (ONDC), marking a significant milestone as the first Metro Rail service in India to join the ONDC Network.

Starting February 2nd, passengers can effortlessly purchase single journey and return journey tickets for the Chennai Metro through these buyer apps on the ONDC Network — Rapido, Namma Yatri and redBus. Additionally, Google Maps and PhonePe will also soon be able to offer these services, further enhancing customer convenience and choice. Furthermore, ONDC Buyer apps will be immediately also able to offer Metro ticketing for any Metro going live on the ONDC Network

This innovative integration of metro services on the ONDC Network was launched by Thiru. M.A. Siddique, I.A.S., Managing Director of CMRL today (02-02-2024) at MetroS, Nandanam, Anna Salai in the presence of Thiru. A. Shanmugasundaram, I.A.S., Commissioner of Transport and Road Safety, Thiru. I. Jeyakumar, Special Officer of CUMTA, Thiru. Rajesh Chaturvedi, Director (Systems and Operations) of CMRL, Thiru. Manoharan, Advisor (AFC and IT) of CMRL, along with ONDC Network's Chief Business Officer Thiru. Shireesh Joshi, Senior Vice President, Thiru. Nitin Nair. Senior officials and staff of CMRL and ONDC were present during the occasion.

This integration of metro services on the ONDC Network heralds a new era in digital mobility, promising seamless access to public transport across major cities. Following Chennai, the Kochi Metro, Kanpur Metro, Pune Metro, and other metro services are poised to join the network, making urban transit more accessible and efficient for millions of commuters.

This initiative not only simplifies the ticket purchasing process but also paves the way for a holistic, multimodal transportation experience. With both metro and other transport modes available on the ONDC Network, users can enjoy a seamless

journey combining different modes of transport such as First Mile (Auto), Middle Mile (Metro) and Last Mile (Auto) among others. For example, a daily commute could include booking a bike, metro, and an auto ride within a single app.

In addition, the Network is built to support innovative bundling. Ancillary services like shopping for groceries and necessities can be timed during the commute for convenience. As we move forward, ONDC looks forward to welcoming more metros and buyer apps on the Network, ensuring that the future of urban mobility is inclusive, accessible, and innovative.

Thiru. M.A.Siddique, I.A.S., MD of CMRL, said, “By partnering with ONDC, CMRL is now completely opening up the access to its ticketing application service, allowing wide range of app developers to integrate their apps with CMRL ticketing system. Surely, other metro rail companies, metropolitan transport companies and para transit operators would soon connect to the open network. We look forward to fostering of innovation in integrated and multimodal transit solutions as more app developers join the open network, which presents immense value by obviating the need to develop separate interface with each transit system operator.”

Thiru. T.Koshy, MD & CEO, ONDC, said, “At ONDC, we believe in embracing innovation. As Chennai Metro joins the Open Network, it is not just a milestone but rather a bold stride towards revolutionizing mass transit. This isn't merely about ticketing; it's about unlocking the full spectrum of possibilities for commuters. From multimodal integration to a seamless blend of ancillary services, ONDC is all set to redefine mobility.”

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