

Delhi Metro Rail
Corporation
(Delhi Metro)
Booking on Indian
Railway Catering &
Tourism
Corporation Ltd
(IRCTC)

TERMS & CONDITIONS

1. Maximum permissible time to stay in paid area will be as per business rule of Delhi Metro.
2. Delhi metro ticket validity period will be mentioned on ticket available on IRCTC website and Mobile App i.e. one day before Delhi metro journey date to 2 days after Delhi metro journey date. Any entry or exit beyond that time period will not be permitted by Delhi Metro.
3. Entry will be permitted only from the source station selected at the time of booking for Delhi metro journey.
4. Passenger can exit at either of the following metro stations:
 - a. Selected destination station, or
 - b. Before destination station, or
 - c. Stations with same fare
5. In case of any issue like mobile phone being lost, no battery, screen broken, mobile device hang, paper ticket not available, etc. passenger will be considered as without ticket.
6. Delhi metro ticket booked from IRCTC website or Mobile App can be cancelled online from IRCTC Website or Mobile App only.
7. Delhi metro Entry timings: Passenger should check Delhi metro operational timing of first and last metro on <https://www.delhimetrorail.com>
8. In case of auto cancellation of reserved PNR/ticket booked for Indian Railways journey in cases like train cancellation, waitlist after charting, etc. Delhi metro tickets should be manually cancelled by passenger before or during Delhi metro ticket validity period.
9. Unused Delhi Metro ticket is refundable at full amount excluding convenience fee & PG charges, subject to cancellation within permitted time period.
10. Delhi metro ticket can be cancelled by user on IRCTC Website/Mobile App any time before or upto validity period provided no journey performed against Delhi metro ticket.
11. Travel insurance purchased with Indian Railway journey ticket is valid only for Rail travel. It is not applicable to Delhi metro travel.
12. For any feedback or complaints, please inform customer care with journey details like linked PNR, user id, transaction date and journey date on https://equerry.irctc.co.in/irctc_equerry/

For detailed terms and conditions of Delhi Metro (Delhi Metro), please visit <https://www.delhimetrorail.com>

DISCLAIMER

This disclaimer is provided by the Indian Railway Catering and Tourism Corporation (IRCTC) regarding the facility to book Delhi Metro Rail Corporation (Delhi Metro) tickets through IRCTC's Website/Mobile App platform:

1. **Service Provision:** IRCTC facilitates the booking of Delhi metro tickets through its platform solely as a convenience to passengers. We act as an intermediary between users and Delhi Metro for ticket reservation purposes.
2. **Ticket Availability:** The availability of Delhi metro tickets on IRCTC's platform is subject to the real-time availability provided by Delhi metro systems. IRCTC does not guarantee the availability of tickets for all routes or at all times.
3. **Fare Calculation:** The fare displayed on IRCTC's platform for Delhi metro tickets is based on the information provided by Delhi Metro. Any discrepancies in fare calculation or changes in fare by Delhi Metro are beyond IRCTC's control and responsibility.
4. **Service Limitations:** While IRCTC endeavors to provide accurate and up-to-date information, we do not warrant the accuracy, completeness, or reliability of any information, content, service, or transaction related to Delhi metro ticket bookings.
5. **Liability Disclaimer:** IRCTC shall not be liable for any direct, indirect, incidental, special, or consequential damages arising out of or in any way connected with the use of Delhi metro ticket booking services through our platform, including but not limited to errors, delays, or interruptions in service. Neither Indian Railway nor IRCTC is responsible for any mishaps occurring to passengers while using the Delhi Metro.
6. **Booking Terms:** Users are advised to carefully review and abide by Delhi Metro's terms and conditions regarding ticket bookings, including but not limited to cancellation policies, refund procedures and travel regulations.
7. **Modification of Services:** IRCTC reserves the right to modify, suspend or discontinue the Delhi metro ticket booking facility or any part thereof at any time without prior notice or liability.

By using IRCTC's platform for Delhi metro ticket bookings, users acknowledge and agree to the terms and conditions outlined in this disclaimer. IRCTC recommends passengers to verify all details related to their Delhi metro journey independently through Delhi Metro's official channels.

For any queries or concerns regarding Delhi metro ticket bookings through IRCTC, please contact our customer support team.

FREQUENTLY ASKED QUESTIONS (FAQ)

Q1. Is it safe to use the IRCTC Website/Mobile App to get Delhi metro tickets?

Ans. Yes, it is absolutely safe to use the IRCTC application to get Delhi metro tickets, because Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) is a “Mini Ratna (Category-I)” Central Public Sector Enterprise under Ministry of Railways, Government of India. We ensure to safeguard data and information of the user.

Q2. How much do I need to pay to get Delhi metro tickets from IRCTC?

Ans. A passenger needs to pay for the metro ticket amount as per distance user is travelling from the desired sourced to destination with an additional Rs. 5 convenience fees (GST additional as applicable) per PNR irrespective of number of passengers in a PNR. PG charges will be charged by payment gateway as applicable.

Q3. Who can use the IRCTC Website/Mobile App to get Delhi metro tickets?

Ans. IRCTC’s users those who have a PNR booked and having either source or destination station falling in Delhi/NCR region (nearby Delhi metro stations) can use the IRCTC Website/Mobile App to get Delhi metro tickets.

Q4. Can I purchase Delhi metro ticket online on IRCTC Website or Mobile App?

Ans. Yes, For Delhi metro lines, Mobile QR Ticket can be purchased online through IRCTC Website/Mobile App against an Indian Railway PNR already booked and having either source or destination station falling in Delhi/NCR region (nearby Delhi metro stations).

Q5. Is there any time limit within which I should enter the Metro Station after purchasing the Single Journey Ticket?

S. No	Single Journey Ticket	Time Limit To Enter Into The System
1	ERS Based QR Paper Ticket	Valid for single journey one day before and two days after opted Metro QR journey date subject to Delhi Metro operation timings.
2	Mobile QR Ticket	Valid for single journey one day before and two days after opted Metro QR journey date subject to Delhi Metro operation timings.

Q6. What should I do if I lose my Ticket during journey which was booked from IRCTC Website or Mobile App?

Ans. You can retrieve your Metro QR Code booked from IRCTC Website/Mobile App by logging in to your IRCTC user account and can retrieve the Delhi Metro QR Tickets from Booked Ticket History. In absence of Delhi metro QR ticket, you will be treated without ticket for metro journey & shall be charged Maximum fare of system + Rs.50/- (Penalty). In case later on Ticket is recovered, no refund is permissible.

Q7. Can I enter from ANY station after purchasing the single journey ticket?

Ans. No, you have to enter ONLY from the selected SOURCE METRO STATION.

Q8. Can I exit from station before my Destination station?

Ans. Yes, passenger can exit from either of following stations:

- a. Selected destination station.
- b. Before destination station.
- c. Stations with same or less fare.

Q9. Can I get refund of single journey Ticket?

Ans. Passengers can get refund as per following:

A. Unused QR Ticket is refundable at full amount excluding convenience fee & PG charges, if the user cancels the ticket any time before or upto 2 days after Delhi metro journey date.

For example, if you have Delhi metro QR journey date of 12 August, then you can cancel unused metro ticket for refund till 14 August.

- a. Partially used Single Journey Ticket cannot be refunded.
- b. Convenience Fee is not refundable.
- c. Delhi metro refund amount will be subject to Delhi Metro terms and conditions available on <https://www.delhimetrorail.com>

Q10. Can I exit from the same station where I have entered?

Ans. Yes, but within 20 minutes after entry. After expiry of the time limit a penalty @ Rs.10/ per hour subject to maximum of Rs.50/- will be charged.

Q11. Is there any concession for students/senior citizens/handicapped/ladies etc. for Delhi Metro tickets?

Ans. No concession for any category is applicable for Delhi metro journey/tickets.

Q12. How is fare calculated between two stations?

Ans. In Delhi metro, fare is fixed on the basis of distance of shortest route between origin and destination stations.

Q13. What is the validity of Delhi metro ticket?

Ans. The validity period is one day before Delhi metro journey date to 2 days after Delhi metro journey date.

Q14. Whether children of less than 5 years are allowed to travel free in Delhi metro?

Ans. Children upto 3 feet (90 cms) height are allowed to travel free if accompanied by an adult. For children above 3 feet (90 cms), normal fare will be charged on Delhi Metro QR ticket.

Q15. Can I book Delhi Metro ticket in advance like Indian Railway ticket?

Ans. Yes, you can book Delhi Metro tickets in advance through the Indian Railway Catering and Tourism Corporation (IRCTC) platform 120 days in advance. This service allows passengers to plan and secure their metro journeys in advance, offering the same ease and flexibility as booking Indian Railway tickets.