

Noida metro chalks out restart plan: Face masks, Aarogya Setu app, must for passengers

In this regard, the NDMC is taking required steps at all its stations and inside the trains to ensure that all passengers of the Aqua Line follow the guidelines laid down by the Centre for prevention of the COVID-19 infection.



Around the coronavirus COVID-19 lockdown, the Noida Metro Rail Corporation (NMRC) is taking necessary preparations to restart operations on the Aqua Line services after a period of 4 months of government imposed lockdown. The Aqua Line will be a different experience for the passengers as it will be mandatory for all passengers to follow several guidelines and restrictions. They will have to wear masks, follow the rules of social distancing and hand sanitisation as laid-down by the government.

In this regard, the NDMC is taking required steps at all its stations and inside the trains to ensure that all passengers of the Aqua Line follow the guidelines laid down by the Centre for prevention of the COVID-19 infection. The main objective of the NDMC is to provide essential mobility services post-lockdown, with all specified safety measures and precautions to safeguard against the spread of COVID-19.



The measures taken by NDMC are enumerated below

A. Operations and frequency

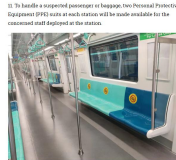
- Initially, for a few days, 15-minute frequency of trains will be maintained throughout the week (Monday to Sunday).
- The trend of the ridership will be analysed and any change due to demand of essential services, train frequency will be modified accordingly.
- Trains falling in non-essential areas shall remain closed and trains will not stop at those stations. Such change to be intimated to the commuters through public notice, announcement and updating the NDMC website and applications.

B. Cleaning and sanitisation of trains and stations

- Intensive-cleaning and sanitisation of station areas and the trains as a whole including public areas, operational areas, ticketing machines and gates, new doors, floor, PIS (Passenger Information) Call Boxes, glass etc. will be carried out in high-frequency: removal of dirt and other materials from top of the doors, handrails, tactile paving, cleaning and sanitisation of the trains and the station areas, new being done daily by the crew during the lockdown period and the same practice will continue after the commencement of operations also.
- Passengers contact area such as Call buttons of Lifts, A/C gases, Mobile phone (lockdown) frequencies, etc. machines etc. at stations will be sanitised on an interval of every two hours daily.

C. Passenger screening and other guidelines to be followed at the stations

- In the train, the commuters will have to follow the following conditions:
 - Only the passengers with face masks/covered will be allowed.
 - Only passengers will be screened by Thermal sensors.
 - The riding temperature for travel passengers will be at 37.7 degree centigrade.
 - Passengers having "Aarogya Setu" app with safe status will only be allowed.
 - Persons wearing NDMC provision will have to apply hand sanitizer which will be made available after screening of the person.
 - A Passenger Screening Team will be at each station level before the commuters to NDMC in train as all the above guidelines for the passengers are being complied.
 - Only in urgent requirement cases, masks will be made available at the station.
 - Facilities will be provided for passengers at the concerned level, at the TDM counter and at the ATG after use of the PIS. Maximum availability of emergency services will be ensured in the washrooms. Staff and passengers will be encouraged to wash the hands in washrooms.
 - In areas where adequate social distance, passengers will be advised to stand in a more designated space by visible markings at the counters, ticketing area, TDM counters, Platforms and inside the train.
 - Commuters should maintain at least 30 cm gap between the A/C button and door call button to avoid touching QR codes or not at the ATG gates.
 - On escalators, a gap of at least two steps should be maintained between two users.
 - Generally, all lifts will be closed. However, in case of a request for users citizens & physically disabled passengers, the lift will be made available. Maximum of 3 persons shall use the lift at one time, passengers should stand facing the wall panels of the lift to prevent face-to-face interaction.
 - Digital payments will be preferred, instead of currency notes, by using mobile payments or by use of PIS. On the start card (OCOCU) NDMC app instead of cash notes will be encouraged.
 - In case of doubt regarding any person having common infections/symptoms, the respective person will not be allowed entry in train premises and they will be given proper instructions for seeking further medical help.
 - In the case of a suspected passenger or language, two Personal Protective Equipment (PPE) kits at each station will be made available for the concerned staff deployed at the station.



D. Guidelines for travelling inside the trains

- Passengers should not sit on the window seats.
- If required to travel in standing, an adequate distance by way of standing opposite the nearest seats to be maintained.
- Instructions will be displayed at the Platforms to allow to de-board the passengers first and thereafter only to board the train ensuring adequate distance will be displayed.
- The crowd inside the train, as well as the station/platforms, will be monitored through CCTV from DCC by Control Room officials on special duty. If any crowd or obstruction in the station will be noticed through the screening team.
- In case of emergency, stoppage at the stations, boarding zone coaches may be stopped after making an announcement inside the train by Train Operator and at the station by Station Controller.
- Sufficient number of security personnel with their supporting staff shall be deployed at every station to ensure prescribed social distance and proper crowd management.
- Passengers will be advised regularly to follow from travelling any surface inside the train stations to train.

E. Entry and exit at stations

- All the stations having been notified and not requiring the facility to come in compliance with the NDMC for each level, only one gate will be kept open for entry/exit. These stations are as follows: Sector - 33, Sector - 34, Sector 35, Sector 36, Sector 37, Sector 38, Sector 39, Sector 40, Sector 41, Sector 42, Sector 43, Sector 44, Sector 45, Sector 46, Sector 47, Sector 48, Sector 49, Sector 50, Sector 51, Sector 52, Sector 53, Sector 54, Sector 55, Sector 56, Sector 57, Sector 58, Sector 59, Sector 60, Sector 61, Sector 62, Sector 63, Sector 64, Sector 65, Sector 66, Sector 67, Sector 68, Sector 69, Sector 70, Sector 71, Sector 72, Sector 73, Sector 74, Sector 75, Sector 76, Sector 77, Sector 78, Sector 79, Sector 80, Sector 81, Sector 82, Sector 83, Sector 84, Sector 85, Sector 86, Sector 87, Sector 88, Sector 89, Sector 90, Sector 91, Sector 92, Sector 93, Sector 94, Sector 95, Sector 96, Sector 97, Sector 98, Sector 99, Sector 100.
- In emergency situations, both entrance gates will be kept open for commuters: Sector - 33, Sector - 34, Sector - 35, Sector - 36, Sector - 37, Sector - 38, Sector - 39, Sector - 40, Sector - 41, Sector - 42, Sector - 43, Sector - 44, Sector - 45, Sector - 46, Sector - 47, Sector - 48, Sector - 49, Sector - 50, Sector - 51, Sector - 52, Sector - 53, Sector - 54, Sector - 55, Sector - 56, Sector - 57, Sector - 58, Sector - 59, Sector - 60, Sector - 61, Sector - 62, Sector - 63, Sector - 64, Sector - 65, Sector - 66, Sector - 67, Sector - 68, Sector - 69, Sector - 70, Sector - 71, Sector - 72, Sector - 73, Sector - 74, Sector - 75, Sector - 76, Sector - 77, Sector - 78, Sector - 79, Sector - 80, Sector - 81, Sector - 82, Sector - 83, Sector - 84, Sector - 85, Sector - 86, Sector - 87, Sector - 88, Sector - 89, Sector - 90, Sector - 91, Sector - 92, Sector - 93, Sector - 94, Sector - 95, Sector - 96, Sector - 97, Sector - 98, Sector - 99, Sector - 100.



F. Information to the public in the form of signage, announcements and digital displays

Visible signage at all entrances, concourse, platform, new lift gates, new escalators and ATG gates will be displayed which will cover various guidelines, safety instructions, crowd management instructions, announcement instructions and journey information etc. Announcements will be made through PA system, inside the train regarding general journey information and instructions for the train will also be made.

G. Place and other practices

Prohibition on parking will be strictly enforced to ease of station. Fees will be imposed of Rs 100 at the occurrence and Rs. 5000 for subsequent occurrence in each case.

The above steps have been taken by NDMC to establish the trust of the passengers on public transport as a safe mobility choice. NDMC has always worked towards providing a safe and comfortable journey to its commuters and will continue to provide a reliable and safe public transport system to the commuters.