

No. K-14011/03/2020-MRTS-Coord(E- 9086280)
Government of India
Ministry of Housing and Urban Affairs
(MRTS Coord Desk)

311-B, Nirman Bhawan, New Delhi,
Dated the 2nd September, 2020.

To,

Managing Directors of All Metro Rail Corporations
(As per list attached)

Subject: Broad Guidelines for formulation of Standard Operating Procedure (SOP)
for resumption of metro rail services in Unlock- 4.

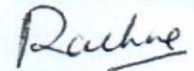
Sir/Madam,

I am directed to refer to Ministry of Home Affairs (MHA) Order No. 40-3/2020-DM-I(A) dated 29th August, 2020 containing guidelines on Unlock-4. In terms of para 1 (ii) of the guidelines, metro rail will be allowed to operate with effect from 7th September, 2020 in a graded manner. In this regard, this Ministry has formulated Broad Guidelines in consultation with Ministry of Home Affairs for formulation of Standard Operating Procedure (SOP) for resumption of metro rail services in Unlock- 4 which is annexed.

2. Metro Rail Corporations are requested to frame their own SOP based upon above broad guidelines.

Encl: as above.

Yours faithfully,



(Rachna Kumar)

Under Secretary to the Govt of India
Tel: 23062935

**Ministry of Housing and Urban Affairs
(Urban Transport Division)**

Broad Guidelines for formulation of Standard Operating Procedure (SOP) for resumption of metro rail services in Unlock-4

1. Metro operations to be resumed in graded manner. Delhi Metro has proposed the following in this regard:

STAGE-1: Revenue services would be from 0700 hrs to 1100 hrs in morning and 1600 hrs to 2000 hrs in evening.

Phase-I

- From 7th Sept 2020 onwards.
- Line 2 including Rapid metro Gurgaon would be made operational.

Phase-II

- From 9th Sept 2020 onwards.
- Line 3,4 & 7 would also be made operational.

Phase-III

- From 10th Sept 2020 onwards.
- Line 1,5 & 6 would also be made operational.

STAGE-2: From 11th Sept 2020 onwards.

- Revenue services would be from 0700 hrs to 1300 hrs in morning and 1600 hrs to 2200 hrs in evening.
- In addition to Stage-1, Line 8 & 9 would also be made operational.

STAGE-3: From 12th Sept 2020 onwards.

- In addition to stage 2, Airport Express Line would also be made operational.
- Revenue services would be from 0600 hrs to 2300 i.e. regular revenue hours.

Other Metros having more than one line should also open different lines starting from 7th September, 2020 onwards in a graded manner so that all corridors become operational by 12th September 2020. Daily hours of operations may be staggered initially, which needs to be increased gradually with resumption of full revenue service by 12th September, 2020.



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(Urban Transport Division)**

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/s/

11. Information, Education and Communication (IEC) **campaign** to be launched for passenger and staff through **electronic/ print/ social media, poster, banner, hoarding, website** etc. Campaign should also cover the theme **'Safe Travel on Metro'** to build confidence among commuters.
12. Metro rail corporations to keep **close liaison with State police and local administration** for **regulating crowd outside station** and to deal with contingencies.

B.