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METRO TO GO SOFT ON TICKET

GMRC to launch mobile app that will allow online purchase of metro train tickets; move aimed at simplifying ticket purchase and also reducing environmental impact by cutting down on use of paper



Delay in scanning of QR code on ticket slip at exit point often leads to long queues

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The Gujarat Metro Rail Corporation (GMRC) is set to launch a dedicated mobile app to streamline the ticket booking process for commuters. The new app aims to provide a more convenient way to purchase tickets and reduce the waste of paper slips currently in use.

Commuters using the Ahmedabad Metro have been facing issues with the new QR code slips, which were introduced to replace the older plastic coins after the commencement of Phase-2 metro operations.

These QR code paper slips have caused delays during the exit process as commuters struggle with scanning them, resulting in long queues at exit gates. Additionally, the paper slips are often discarded carelessly around the station, contributing to litter and increasing environmental waste.

A Mirror reporter who travelled from Thaltej Metro Station to Kalupur Metro Station also noted delays with the QR code slips.

Ritika Manwar, 23, a college student who travels from Gujarat University Metro Station to Kalupur, talked about the long waiting period at the exit due to problems with scanning the paper slips. She said, "I give it to the staff at the passer gate because whenever I try, it wastes more time to scan."

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Soon, get metro ticket via app

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Even when the staff helps, it still takes longer, and we have to wait in lines just to exit the station."

Biren Shah, 28, a working professional who commutes from Thaltej Metro Station to Old High Court Metro Station, said, "With the plastic coin, it was quicker. Though the use of plastic is not environment-friendly, the amount of waste of paper is unimaginable. The authorities should find a more sustainable and environment-friendly option."

Rahul Darji, 32, who travels from Old High Court Metro Station to Vastrapur, also expressed concerns

about the paper slips. "The older plastic coins were more convenient. The idea of introducing paper slips was not sustainable, as many throw the slip anywhere, causing litter," he remarked.

Despite the availability of dustbins at the exit, many commuters discarded their paper slips, contributing to paper waste and environmental impact.

GMRC's digital solution

A GMRC official confirmed the upcoming digital shift, saying, "GMRC is planning to go digital soon. We will be launching a dedicated mobile app for metro services. In

the near future, commuters will be able to easily book tickets from their mobile phones, which will certainly reduce paper waste."

The GMRC official further noted that the older plastic tokens are still in use and can be obtained from the old ticket vending machines. However, QR code paper slips are issued from Ticket Operating Machines (TOMs) and ticket counters.

He added, "Frequent passengers use the National Common Mobility Card (NCMC), which provides a 10 per cent discount and is more sustainable as it can be used across various metro services."