

**NOIDA METRO RAIL CORPORATION (NMRC) LIMITED**

**Policy**

**for**

**Guided Tour of Noida-Greater Noida on Wheels**

**No. NMRC/T - 168/2021**

**October, 2021**

**Issued by:**

**Noida Metro Rail Corporation (NMRC) Limited  
Block-III, 3<sup>rd</sup> Floor,  
Ganga Shopping Complex, Sector-29, Noida -201301,  
District Gautam Budh Nagar, Uttar Pradesh, India**

## 1. About NMRC

Noida and Greater Noida are being developed as the satellite industrial towns to New Delhi and more and more people from Delhi and other areas are shifting to these towns in search of fresh air, greenery and better infrastructure. There is a need of providing an efficient, reliable and comfortable transportation system for the population intending to settle in these towns and also the public coming to these areas for education, service and business.

Noida Metro Rail Corporation (NMRC) Limited is a Special Purpose Vehicle (SPV) formed for planning and executing urban transport projects in Noida, Greater Noida regions. NMRC desires to provide a world-class Public Transportation System with state-of-the-art technology. As such, the overarching criterion for setting up of NMRC is to help create an efficient, safe, reliable, economical and affordable public transport system. The infrastructure created and the modern world class facilities attract a large number of commuters for riding with the Metro.

In this context, NMRC is coming up with this Guided Tour Policy to promote NMRC as an accessible and affordable means of transport and to facilitate people to explore the NMRC Corridor of Noida & Greater Noida.

## 2. Highlights

- Explore the Aqua Line of the NMRC - with NMRC Staff/ Guide
- Discover one of the most scenic lines of metro in National Capital Region over the Noida-Greater Noida Expressway

## 3. Objective

- To Promote NMRC as an accessible and affordable means of transport and maintain its brand image as the one of the most preferred Metro system
- To stimulate the young minds and share the knowledge of Metro system
- To facilitate & provide assistance to residents/ visitors to explore Noida & Greater Noida via Metro
- After introducing this concept, NMRC aims to become a unique destination for providing tour of Noida - Greater Noida region

## 4. Eligible applicants

An interested Applicant (i.e. Schools/Colleges/Universities, Government or Private Firms or any other) will have to make a request for Guided Tour with Application Form as specified in Annexure 1. Group size of the tour must not exceed Twenty-Five (25) and should not be less than Ten (10) people. Group size of 10 members can also be allowed subject to the payment of minimum charges equivalent to 10 passengers/members.

## 5. Schedule of Rates

The schedule of rates for guided tour through NMRC Trains for above purposes shall be as under:

#	Category of Applicant	Guided Tour Charges (Inclusive of Taxes, if any)	Duration
1	Students of School/Colleges/Universities/Employees of Government or Private Firms or any other	Rs. 90/- per person	One Round Trip (Sec – 51 to Sec – 51) or 3.00 hrs journey whichever is earlier

**Note: - In exceptional circumstances if boarding and alighting done from any of the Metro Station except terminal Station (Sec – 51), charges will remain same as defined in the above table.**

**6. Group Size**

Group size will be minimum of 10 people and maximum of 25 people. In case of more than 25 people, then separate relevant groups shall be allotted.

**7. Timings**

- a) The Applicant can request for booking in 15 Days advance prior to the scheduled tour.
- b) Operational hours of Metro Trains will be considered for tour, however, NMRC decision will be final regarding allotment of time slot for the tour.

**8. Payment/Applicability of Rates**

- a) The consideration for event must be remitted in advance through RTGS/ NEFT or in the form of Demand Draft / Banker's Cheque drawn in favour of Noida Metro Rail Corporation Ltd., payable at Noida after confirmation of booking by NMRC.
- b) The RTGS/NEFT details will be provided at the time of confirmation of booking from NMRC.

**9. Application Process**

- a) The applicant may apply to NMRC through Application Form (Annexure 1) at least 15 working days in advance for proper scrutiny and approval of the case.
- b) All fees (including applicable taxes) must be submitted in the mentioned form immediately/within **two working days** after confirmation of Booking by NMRC, failing which the application may be rejected.

**10. Facilities provided by NMRC**

Staff or a Guide, as deemed appropriate by NMRC, shall be deployed, who shall

- a) Share highlights pertaining to Technical know-how of Metro System
- b) Showcase the announcement, ticketing, etc. systems basis operational feasibility at any one station of the corridor
- c) Mention about the various innovative initiatives undertaken by the Corporation considering environmental and financial sustainability

**11. Guidelines for Applicant and Passengers for Guided Tour:**

- a) All persons in a group must undergo through the prescribed Security check & ensure all norms of "The Metro Railways (Operation and Maintenance) Act, 2002.
- b) The Applicant shall be responsible to obtain any / all permissions from all other concerned agencies/ statutory approval/ local authorities, wherever required, before start of the event.
- c) All items prohibited under "The Metro Railways (Operation and Maintenance) Act, 2002 will not be allowed inside the metro premises. Further, smoking and intoxication shall not be permitted within the NMRC train/ premises.
- d) Applicant must nominate a coordinator from their side and must furnish his/ her details to NMRC with the application form.
- e) No cooking or reheating can be done inside metro train. Offensive articles which as foul smell or presentation will not be permitted. Only neatly packed food/soft drinks will be permitted.
- f) Consumption of alcoholic drinks is strictly prohibited in the metro train/ premises.
- g) The Applicant during the period of event shall maintain good conduct.
- h) Timing of the event will be as per the guideline of NMRC and not be changed except with the prior approval of the NMRC.

- i) In case of any loss and / or damage caused to NMRC's property, the applicable amount will be recovered from the applicant before leaving the Metro premises.
- j) All persons of the applicant's team shall carry entry tickets/permits at the time of tour and the same will be issued by the NMRC.
- k) NMRC at all times retains the right to halt any activity that is deemed to adversely impact the safety and security of Metro operations, personnel and property without any intimation to the applicant and no claim or compensation in this regard will be entertained.
- l) NMRC reserves the right to restrict the type of equipment entering the metro station/trains/premises for this activity.
- m) NMRC shall not be held responsible for any loss either direct or indirect, liabilities, bodily injuries, deaths, losses, lawsuits, claims, demands, fines, damages, costs and expenses which are caused to the applicant and or by any participant of the event.
- n) There should not be any inconvenience to the commuters at the time of the event due to improper behaviour/ gestures.
- o) The proposed activities shall not hamper the operational activities.
- p) During the entire journey in Aqua Line, the safety and security of the applicant and his/her group/guests shall be their own responsibility and NMRC will not take any safety/security responsibility of the applicant's personnel/belongings etc. during the event.
- q) Activities prohibited under any law/ Government circular/Government Order will not be allowed.
- r) No animals are permitted on NMRC property without prior consent.
- s) Photo or Video in any manner with or without intention should not be used to project a negative image of NMRC.
- t) Use of fire, gunfire, explosives or any hazardous material are not permitted at NMRC stations/trains/premises.
- u) NMRC staff / contractors will not be involved in the event without prior written permission of NMRC.
- v) All people should make an entry in the paid/unpaid area of Metro Station as per due procedure with applicable mode of entry/journey in Metro as per guidance of NMRC Staff.
- w) **Prevailing CORONA guidelines along with any other available guidelines of local administration and NMRC must be strictly followed by the group members and if any violation and negligence noticed appropriate action may be taken by NMRC.**

## 12. Cancellation and Refund

The booking may be cancelled on the request of the applicant during NMRC office hours i.e. from 9.30 am to 6 pm (Monday to Friday). The refund of the booking amount shall be as under and balance (as the case may be) will be refunded without any interest.

#	Time of request	% Refund of Booking Amount
1.	Before or on 7 days in advance of scheduled day of tour (Excluding the day of tour)	75%
2.	Before or on 5 days in advance but later than 7 days in advance (Excluding the day of tour)	50%
3.	Before or on 3 days in advance but later than 5 days in advance (Excluding the day of tour)	25%
4.	Less than 3 days in advance (Excluding the date of tour)	0%

NMRC reserves the right of full refund in case of abnormal force majeure condition.

### **13. Submission of Applications**

The applicant organization shall be required to submit their application with associated documents at the following address:

#### **Company Secretary**

Noida Metro Rail Corporation,  
Block-III, 3rd Floor, Ganga Shopping Complex,  
Sector-29, Noida 201301

Email: nmrcnoida@gmail.com

Mob – 9910376096 (Rajiv Kumar, Asstt. Manager/NMRC Ltd.)

**Note:** - Applicant must convey the information on the Mob. No. (9910376096) as soon as application submitted to NMRC and any clarification on the policy may also be made at the above address or Mobile number.

### **14. Applicability of the Policy**

This policy shall remain valid until further notified by NMRC.

### **15. Exemption**

Managing Director, NMRC has the power to relax, delete/modify/revise etc. of any of the items of the provision of this policy.

**Note:** In case of any doubt or dispute regarding interpretation of these rules and procedures, the decision of Managing Director, NMRC shall be the final.

**Company Secretary**

## Annexure 1: Application Form

### 1. Applicant Details

S. No.	Particulars	Details
(a)	Name of Applicant	
(b)	Registered Address	
(c)	Contact No	
(e)	E-Mail Address	
(f)	Number of Passengers (Min 10, Max 25)	
(g)	No. of Groups (if no of passenger > 25)	
(g)	Date of Tour	
(h)	Preferable Start Time	

### 2. Details of individual(s) of the group who shall serve as the point of contact/ communication from NMRC:

S. No.	Particulars	Details
(a)	Name	
(b)	Telephone / Mobile No.	
(c)	E-Mail Address	

Signature of the applicant

Date –

Place