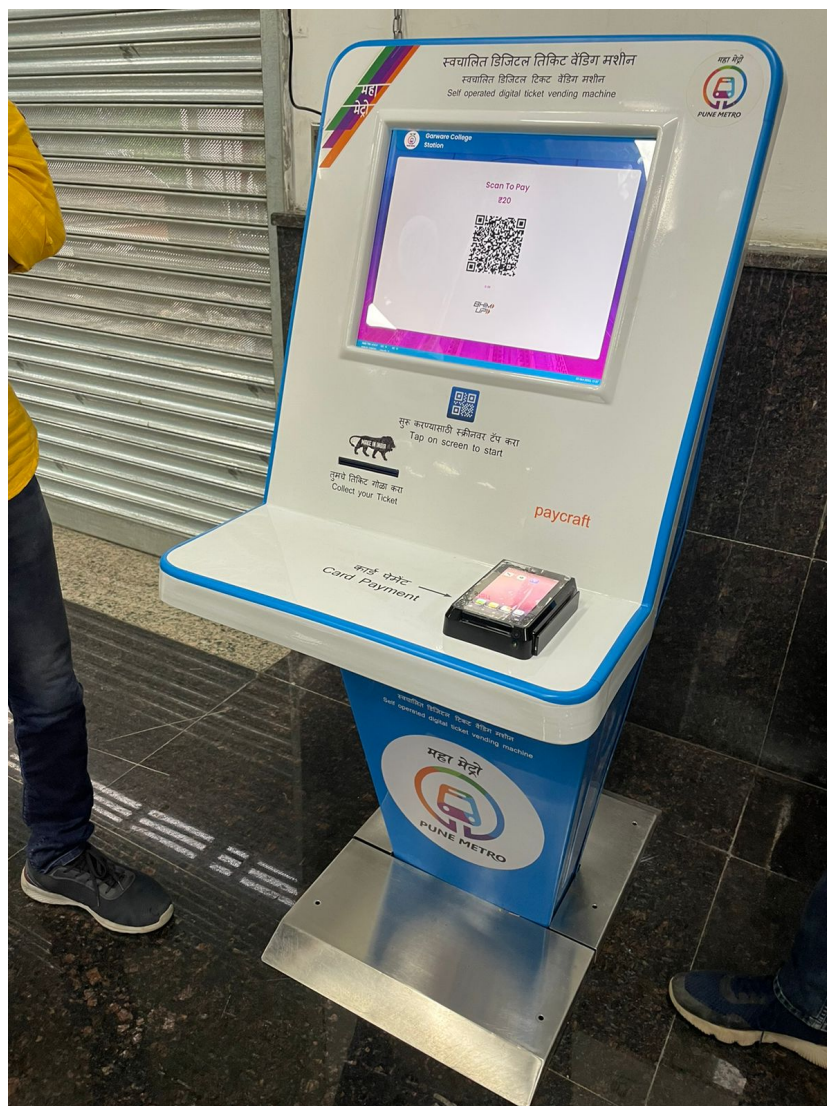




Pune Metro launches QR Metro train ticketing service on WhatsApp

WhatsApp users in Pune can now use the instant messaging app for metro train tickets.

Date: 7/11/2022



Pune: In order to enhance the digital ticketing experience and seamless commutation, a digital E-Ticketing system through WhatsApp is being implemented by Pune Metro Rail Project. This online ticketing solution would offer commuters the convenience of booking their metro tickets on the go without having to wait at ticket counters.

Currently, QR code e-ticket through WhatsApp is delivered through TOM counter with the help of an operator and Digital Kiosk machine. Commuters can now initiate a WhatsApp chat by sending a 'Hi' message to Pune Metro's Phone No.9420101990 to initiate their interactions with the chatbot or scan the QR code available at any metro station. Direct ticket booking through a URL sent on WhatsApp ticketing (without visiting the ticket counter/ kiosk) will be implemented in the future / due course. Travellers who opt to visit the station's ticket counters/ digital kiosk can scan the dedicated WhatsApp QR code and they will receive the e-tickets via WhatsApp.

Steps to get the QR code Ticket on WhatsApp Via TOM (Ticket Office Machine) with the help of a TOM Operator.

- Commuters have to tell the TOM operator the destination along with ticket type & ticket count and process for the payment and operator will ask the commuter to select between the Paper or WhatsApp ticket ticketing type.
- To get the WhatsApp ticket, the commuters have to either scans the QR code to get the WhatsApp ticket or message on Pune Metro's Official WhatsApp number- 9420101990
- Once the message is sent, an OTP is sent on the chat- Hi, your counter booking OTP is 1234"
- The OTP has to be told to the operator on the counter.
- Once the OTP is accepted/ validated in AFC system , the commuter will receive the URL on WhatsApp and traveller can click on URL and the QR code ticket will appear.
- After successfully completing their payment, they will be able to download a QR E-ticket (valid for one business day) that they can flash at the AFC gate to proceed on their journey.

Steps to get the QR code Ticket on WhatsApp Via Digital Kiosk Manually by the Commuters

- commuters select a route and destination along with ticket type & ticket count in the Digital Kiosk and process the payment, they will be given the option to select between the Paper ticket or WhatsApp ticket ticketing type.
- The commuters scan the QR code available at the metro station or send a 'Hi' on the Pune Metro's Official WhatsApp number- 9420101990 for receiving the QR code-based WhatsApp ticket.
- After sending a Hi, an OTP will be sent on the chat -"Hi, your counter booking OTP is 1234
- The OTP has to be manually entered by the commuter at the Digital Kiosk.
- Once the OTP is accepted/ validated in the AFC system, the commuter will receive the URL on WhatsApp, and by clicking on the URL and the QR code ticket will appear.
- After successfully completing their payment, they will be able to download a QR E-ticket (valid for one business day) that they can flash at the AFC gate to proceed on their journey.
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At present, all the operational stations of Pune Metro have installed digital kiosks. PCMC metro station installed 3 digital kiosks, Sant Tukaram Nagar metro station -1, Bhosari station -1, Kasarwadi metro station-1, and Phugewadi -1 in the corridor I and Vanaz metro station – 1, Anand Nagar metro station- 1, Ideal Colony metro station- 1, Nal stop metro station- 1 and Garware college metro station- 1 in the corridor 2. Total 12 digital kiosks have been installed at the stations.

Alternatively, for frequent travelers, Pune Metro has made a Pune Metro Mobile App which is available on android and IOS platforms. Passengers can buy tickets through the mobile app in a completely digital process. On the app, all modes of online payment are made available. The tickets will also be used in digital QR code mode on the mobile App. The digital QR code ticket obtained through the App will be directly used for scanning at the access control gate.

Very soon commuters will be able to book tickets through the WhatsApp chatbot and WhatsApp users will be able to make payments for their tickets and recharge via an integrated payment partner after choosing their travel details on WhatsApp. This facility will be available in Marathi, Hindi, and English languages.

On this occasion MD Maha Metro said, "Pune Metro's new WhatsApp Chatbot facility will provide commuters with easy and hassle-free travel. This new ticketing system will go a long way in helping the citizens and it is also an environment-friendly paperless ticketing solution. Pune Metro believes in offering quick, safe, and comfortable travel to the citizens of Pune and visitors. Pune metro urges people to use its WhatsApp Chatbot services".