

## Press Release

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# HYDERABAD METRO ENHANCES PASSENGER EXPERIENCE WITH DIGITAL TRANSFORMATION AND SERVICE EXTENSION

**Hyderabad:** As a pioneer in urban mobility, L&T Metro Rail (Hyderabad) Limited (L&TMRHL) remains committed to redefining the commuter experience through innovation, efficiency, and accessibility. Strengthening Hyderabad’s public transport ecosystem, we continue to introduce transformative initiatives that enhance connectivity and convenience.

At the culmination of the **Hyderabad Metro Art Fest, Metro Fest – Ugadi Celebrations, and Metro Medley** at L&T Premia Mall – Irrum Manzil, L&TMRHL unveiled the next step in digital integration with the launch of the **all-new T-Savaari mobile application** and a **revamped Hyderabad Metro Passenger Website** ([www.ltmmetro.com](http://www.ltmmetro.com)) (Note enclosed). Alongside these advancements, key operational enhancements—including extended train timings, expanded first and last-mile connectivity, and continued student benefits—underscore our vision of making metro travel smarter, more efficient, and commuter-friendly.

### Service Enhancements:

#### Extended Train Timings for Enhanced Accessibility

To accommodate growing commuter demand, the last train departure from all terminal stations will be extended from **11:00 PM to 11:45 PM (Monday to Friday)**, effective **1<sup>st</sup> April 2025**. The first train on **Sundays** will now commence service at **7:00 AM** from terminal stations.

#### Continued Student Pass Offer

Recognizing the increasing reliance of students on Hyderabad Metro, the **Student Pass Offer**—which allows students to **pay for 20 trips and avail 30 trips**—has been extended for another year, until **31<sup>st</sup> March 2026**. This initiative aims to encourage public transport usage among young commuters while contributing to CO2 reduction. The **Super Saver Holiday Offer (SSO)** and the **Off-Peak Discount Offer** that started in April 2024, will conclude on **31<sup>st</sup> March 2025**.

#### Expansion of First & Last-Mile Connectivity

To ensure a seamless travel experience, Hyderabad Metro’s official **First & Last-Mile partner, SVIDA Mobility**, has expanded its fleet to **200 dedicated feeder vehicles**, catering to over **16,000 daily commuters**. This initiative is designed to bridge connectivity gaps and enhance overall transit convenience.

Mr. NVS Reddy, MD, HMRL, stated, *"Hyderabad Metro Rail is more than just an infrastructure project—it is a catalyst for urban transformation and community enrichment. By integrating cultural initiatives like Metro Fest, Metro Medley, and the Art Fest into our transit ecosystem, we are reinforcing the role of public transport as a space for public engagement, inclusivity, and civic pride. Such initiatives not only enhance the commuter experience but also align with our vision of making Hyderabad a global model for sustainable and vibrant urban mobility."*

Mr. KVB Reddy, MD & CEO, L&TMRHL, added, *"At L&TMRHL, we believe that seamless urban mobility is a combination of physical and digital integration. The launch of the T-Savaari app and our revamped passenger website marks a significant step towards making Hyderabad Metro a digitally empowered transit system. By leveraging technology, we are enhancing efficiency, accessibility, and commuter convenience, ensuring that our passengers have a smooth, connected, and future-ready metro experience. These advancements reaffirm our commitment to continuous innovation and delivering world-class metro services to the city."*

For further updates, visit [www.ltmetro.com](http://www.ltmetro.com).

#### **About L&T Metro Rail (Hyderabad) Limited:**

L&T Metro Rail (Hyderabad) Limited (L&TMRHL) is a subsidiary of Larsen & Toubro - L&T Metro Rail (Hyderabad) Limited ("The Company") to implement the Project on Design, Built, Finance, Operate and Transfer (DBFOT) basis. The Company signed the Concession Agreement with the then Government of Andhra Pradesh on 4<sup>th</sup> September 2010 and completed the financial closure for the Project on 1<sup>st</sup> March 2011 in a record period of six months. This is the largest fund tie-up in India for a non-power infrastructure Public Private Partnership (PPP) project.

**HYDERABAD**  
**29<sup>th</sup> MARCH 2025**

**Enclosure: 1**

**T-Savaari Mobile Application: Enhancing the Metro Travel Experience**

The **Hyderabad Metro Rail - T-Savaari Mobile Application** has been upgraded with new features to improve user convenience, enhance engagement, and streamline the metro travel experience. These updates incorporate user feedback and technological advancements, reinforcing our commitment to delivering a seamless and efficient transit experience.

**Key Enhancements in the T-Savaari App:**

1. **Journey Experience Rating:** Users can now provide feedback using a star rating system after ticket purchase completion, enabling continuous service improvement.
2. **QR Ticket Cancellation:** A new feature allows users to cancel QR tickets directly from the app, ensuring greater flexibility and control over their travel plans.
3. **QR Ticket Booking Status:** The app now displays real-time status updates—success, failure, or cancellation—providing clarity and reducing transaction-related concerns.
4. **Auto-Brightness for QR Ticket Page:** To improve the ticket scanning process, the app automatically adjusts screen brightness when displaying a QR ticket, ensuring seamless access at entry points.
5. **Card Last Recharge Status:** Users can now conveniently check their metro card's last recharge status, enhancing transparency and ease of account management.
6. **Speech-to-Text for Station Selection:** Voice input functionality enables users to select stations effortlessly while booking QR tickets, making the booking process quicker and more accessible.
7. **Loyalty Points Feature:** A new rewards system has been introduced, allowing users to earn and redeem loyalty points, making metro travel more rewarding and cost-effective.

**Loyalty Points: A Rewarding Journey**

The T-Savaari app now offers a loyalty program where users earn points based on ticket prices. These points can be redeemed for future travel, adding value to frequent commuters.

**Redemption Rules:**

- A minimum of **100 points** is required for redemption.
- **10 points = ₹1** conversion rate.
- Points remain valid for **30 days** from the date of credit.

S.NO	TICKET FARE	LOYALTY POINTS
1	₹1-₹15	10 points
2	₹16-₹25	20 points
3	₹26-₹35	30 points
4	₹36-₹45	40 points
5	₹46-₹55	50 points
6	₹56-₹60	60 points

**Commitment to a Smarter, Smoother Transit Experience**

These updates reinforce our vision of leveraging digital innovations to enhance urban mobility. With a focus on convenience, accessibility, and user engagement, the T-Savaari app continues to evolve, ensuring an optimal metro travel experience for all commuters. Stay connected and make the most of your metro journeys with T-Savaari!



**SCAN TO DOWNLOAD**

## Enclosure: 2

### Hyderabad Metro Rail Passenger Website ([www.ltm metro.com](http://www.ltm metro.com))

L&T Metro Rail (Hyderabad) Limited (L&TMRHL) takes immense pride in unveiling its newly revamped website, designed to offer an enhanced digital experience for our valued commuters, business partners, and stakeholders. Built using modern AI tools, the platform ensures seamless navigation, accessibility, and real-time information, setting a new benchmark in urban transit digital services.

#### *User-Centric & Inclusive Design*

Aligned with Web Content Accessibility Guidelines (WCAG) AA standards, the website is accessible to all users, ensuring an inclusive browsing experience. Whether it's planning a journey, checking train timings, or accessing last-mile connectivity options, the new interface is intuitive, fast, and mobile-friendly.

#### *Seamless Travel Planning & Real-Time Information*

Commuters can effortlessly plan their trips with features like **Train Timings, Metro Network Map, Metro Stations, Fare Ticketing, and Last Mile Connectivity**. Live updates on ridership, super saver offers, and student passes empower passengers with the best travel options. The platform also integrates real-time social media feeds, keeping users updated on service alerts, offers, and events.

#### *Safety & Passenger Services*

Passenger security remains our top priority. The **Metro Guide, Safety & Security, Do's & Don'ts, and Penalty Charter** sections provide crucial guidelines for a safe and hassle-free journey. In addition, the **Lost & Found, Feedback, and Customer Service** sections ensure commuters have quick access to assistance when needed.

#### *Unmatched Business Opportunities*

Our website serves as a gateway to various business prospects, including **Advertising Business, Station Retail, Transit-Oriented Development, and Naming Rights**. Film producers and advertisers can explore exclusive branding and filming opportunities, making L&T Metro an integrated hub for business growth.

#### *Sustainability & Corporate Responsibility*

With a strong commitment to green initiatives, our **Green Metro and CSR** sections highlight L&TMRHL's dedication to eco-friendly operations and social impact programs. As a responsible corporate citizen, we continue to drive initiatives that contribute to a sustainable future.

#### *A Smarter Metro for a Smarter Hyderabad*

L&TMRHL remains at the forefront of digital transformation. Our AI-powered platform is more than just a website - it's a step toward making Hyderabad Metro smarter, safer, and more connected than ever. We invite our passengers and business partners to explore the new website and experience a world-class urban transit system at their fingertips.