



उत्तर प्रदेश मेट्रो रेल कॉर्पोरेशन लि०

UTTAR PRADESH METRO RAIL CORPORATION LTD.

(Formerly Known as Lucknow Metro Rail Corporation Ltd.)

(भारत सरकार एवं उत्तर प्रदेश सरकार का एक संयुक्त उपक्रम)

(A JOINT VENTURE OF GOVT. OF INDIA & GOVT. OF U.P.)

Kumar Keshav
Managing Director

Date: 04.09.2020

Prof. Alok Kumar Rai
Vice Chancellor,
University of Lucknow,
Lucknow.



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संख्या 18/60
दिनांक 18/9/2020
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Respected Sir,

I am pleased to inform that Lucknow Metro train services will resume w.e.f. from 7th September, 2020 after a gap of more than 5 months due to lockdown in the ongoing Covid-19 pandemic. Whole world is gradually coming out of massive health and economic challenge of COVID-19. Utmost level of precautions and preparedness is the only answer to achieve it.

As a socially responsible organization, team of Uttar Pradesh Metro Rail Corporation (UPMRC) is fully committed to the safety and security of our commuters while commencing Metro services post-lockdown in Lucknow. 'Adopt Metro with Social Distancing' is the mantra that is going to inspire the UPMRC team on the path of service and growth in new scenario. It is our commitment to make commuting by Lucknow Metro a safe, reliable, convenient and eco-friendly experience for the people of the city.

We have revisited our operational framework to adhere to the highest standards of safety and hygiene for our commuters to achieve this vision and have evolved a 'Business Continuity Plan' to be fully prepared in serving the people to the best of their satisfaction (copy enclosed). Maintaining overall hygiene at Metro stations, carrying out best sanitization practices and disinfection drives are the practices that Lucknow Metro has adopted to ensure safe travel for the commuters.

UPMRC is requesting Metro commuters to use GoSmart card for contactless travel so that currency exchange and touching of tokens is minimal. Also, as responsible citizens we expect and request our commuters to abide by safety and hygiene protocols while entering the Metro premises for their daily commute. Lucknow Metro team will undertake thermal scanning of the commuters at the time of entry to Metro stations. Hand sanitization facilities have been provided at stations and we request all the commuters to come with a facemask while undertaking journey in Metro. I consider it prudent to keep you apprised of our efforts.

Lucknow Metro is a beautiful gift to the city by the Government and it is the "Safest Way to Travel".

Regards,

Yours sincerely,

(Kumar Keshav)

Encl: Business Continuity Plan.

(AN ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 Certified Company)

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