

Press Release

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L&T Hyderabad Metro Rail Becomes India's First Metro to Roll Out Fully Digital Payment Enabled WhatsApp eTicketing Facility

- *Collaborates with Billeasy to launch this digital green initiative*
- *Now passengers can book metro tickets through WhatsApp*
- *Experience the End-to-End digital mode of ticket booking*

Hyderabad, 03 October, 2022: In line with the Govt. of India's signature programme of 'Digital India' and promoting the green way of commuting, **L&T Metro Rail (Hyderabad) Limited (L&TMRHL)** has become **India's first metro to roll out an end-to-end digital payment enabled metro ticket booking through WhatsApp eTicketing facility** in association with its delivery partner **Billeasy**, India's most successful Fintech platform.



After several trials in the past few months, Hyderabad Metro Rail has added the new mode of digital ticket booking via WhatsApp, the popular messenger app, in association with Billeasy and AFC partner, ShellinfoGlobalsg, Singapore for the technology integration. This brand-new service enables the everyday Hyderabad commuter, the option to travel seamlessly in Hyderabad Metro Rail. Commuters can now simply purchase an e-Ticket on their own WhatsApp number, which can be displayed at the Automatic Fare Collection (AFC) gates to proceed for the journey. This facility is in addition to other digital modes of ticket booking viz. TSavaari and other third-party payment apps.

Process to book the ticket through WhatsApp:

- *Initiate a WhatsApp chat by sending 'Hi' message to Hyderabad Metro Rail Phone No. **+918341146468** or scan the QR code available at metro stations*
- *Get an OTP and an eTicket booking URL (valid for 5mins)*
- *For contactless digital experience, click the eTicket booking URL to open E-ticket gateway webpage*
- *Choose the options of Journey Route & Journey Type and make the payment (Gpay, PhonePe, Paytm & Rupay debit card, etc.)*
- *Get metro E-ticket URL on your registered WhatsApp number*
- *Click metro E-ticket URL to download the QR E-ticket (valid for one business day)*
- *Flash the QR E-ticket at the AFC gate and proceed*

Speaking on this development, **Mr. KVB Reddy**, MD & CEO, L&TMRHL, said, ***“Hyderabad Metro Rail believes in the power of digitalisation. In line with the Digital India mission, we are happy to launch India’s first Metro WhatsApp eTicketing facility with fully digital payment gateway to elevate our passenger experience and enhance our service excellence. This is also in line with our philosophy to go green. We are thankful to Billeasy and ShellinfoGlobalsg for helping us in this endeavour.”***

Mr. Akash Dillip Patil, Founder & MD, Billeasy said, ***“We are happy to partner with L&T Metro Rail Hyderabad and support our government’s mission of ‘Digital India’. Our team is committed in delivering a greater digital experience of convenience and efficiency along with incorporating NCMC protocols for a connected future. We will continue to work towards digitization of transit ecosystem in the country while driving the adoption of digital mobility solutions. Billeasy and HMR is the first across the country to enable online booking of tickets via WhatsApp. This project enables not only us, but everyone involved to a great degree of digitalisation and innovation. I would urge everyone to use Billeasy QR to scan and punch a ticket on their own.”***

About L&T Metro Rail (Hyderabad) Limited:

L&T Metro Rail (Hyderabad) Limited 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 September 4, 2010 and completed the financial closure for the Project on March 1, 2011 in a record period of six months. A consortium of 10 banks led by State Bank of India has sanctioned the entire debt requirement of the project. This is the largest fund tie-up in India for a non-power infrastructure Public Private Partnership (PPP) project

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