

HYDERABAD, INDIA

HYDERABAD METRO RAIL

In 2012, Keolis was entrusted with the operation and maintenance of Hyderabad's automated metro, the first metro system in the city and, when completed, the second biggest in India. It is finally expected to carry 1.5 million passengers per day.

H yderabad, the capital of Telangana state in southern India and home to nearly 10 million residents, had long needed to strengthen and reorganise its public transport services, mainly consisting of buses, taxis and mass transit suburban trains. So in 2006 the State Government initiated an automated metro network project to serve the main areas of the city and the IT hub called Hitech City, including the old town of Charminar. In 2012, the conglomerate responsible for the project, Larsen & Toubro (L&T), awarded Keolis the operations and maintenance contract for the Hyderabad Metro Rail, which will eventually be 72 kilometers in length. The first 30km of the new network opened to the public in November 2017. Three other sections are due to open in 2018-2019 and a further extension of the metro is under discussion.

NETWORK STATS



Public Transport Authority:

Hyderabad Metro Rail Limited (HMRL) through L&T



Operating subsidiary:

Keolis Hyderabad (1,000 employees expected in 2019)



Network scope:

- 72km of double track
- 3 lines
- 66 stations
- 57 three-car metro trains
- Expected to carry 1.5 million passengers per day once the network is fully completed

KEY ACHIEVEMENTS

220,000
PASSENGERS
were carried in first days
of operation

99.7%
service punctuality

GoA2
operating system in place on
the network, allowing for
automatic starting and
stopping while maintaining
driver control in case of
emergency.

GEEIS
Gender Equality European/
International Standard
certification obtained by
Keolis in 2016—the first
company in India to obtain
this certification.

ISO 9001:2015
certification obtained in 2018
by Keolis Hyderabad, thanks to
its quality management system.

CUSTOMER SATISFACTION

Since the opening of the metro, a recent customer survey has demonstrated that satisfaction remains very high, with passengers describing the metro as: comfortable, accessible and easy-to-use, stress-free, safe, reliable and on-time, sustainable, affordable, time-saving and clean.

CAPACITY

The Hyderabad automated metro will eventually deliver 450 million passenger journeys per year when fully operational.

OPERATIONAL PERFORMANCE

The existing network is equipped with Communication-Based Train Control (CBTC) technology, a semi-automated communication system between the vehicles and track that helps increase both the speed and frequency of metro trains.

SOCIAL RESPONSIBILITY

Keolis is committed to serving the local community through close involvement with five NGOs, including several orphanages, and one education center that provides education and skill training to disabled children and adults. In addition, a public charity trust has been created by Foundation SNCF, which is managed by Keolis Hyderabad.

For further information
on the network, please contact:
eric.moinier@keolis.com



©Craze



©Craze

