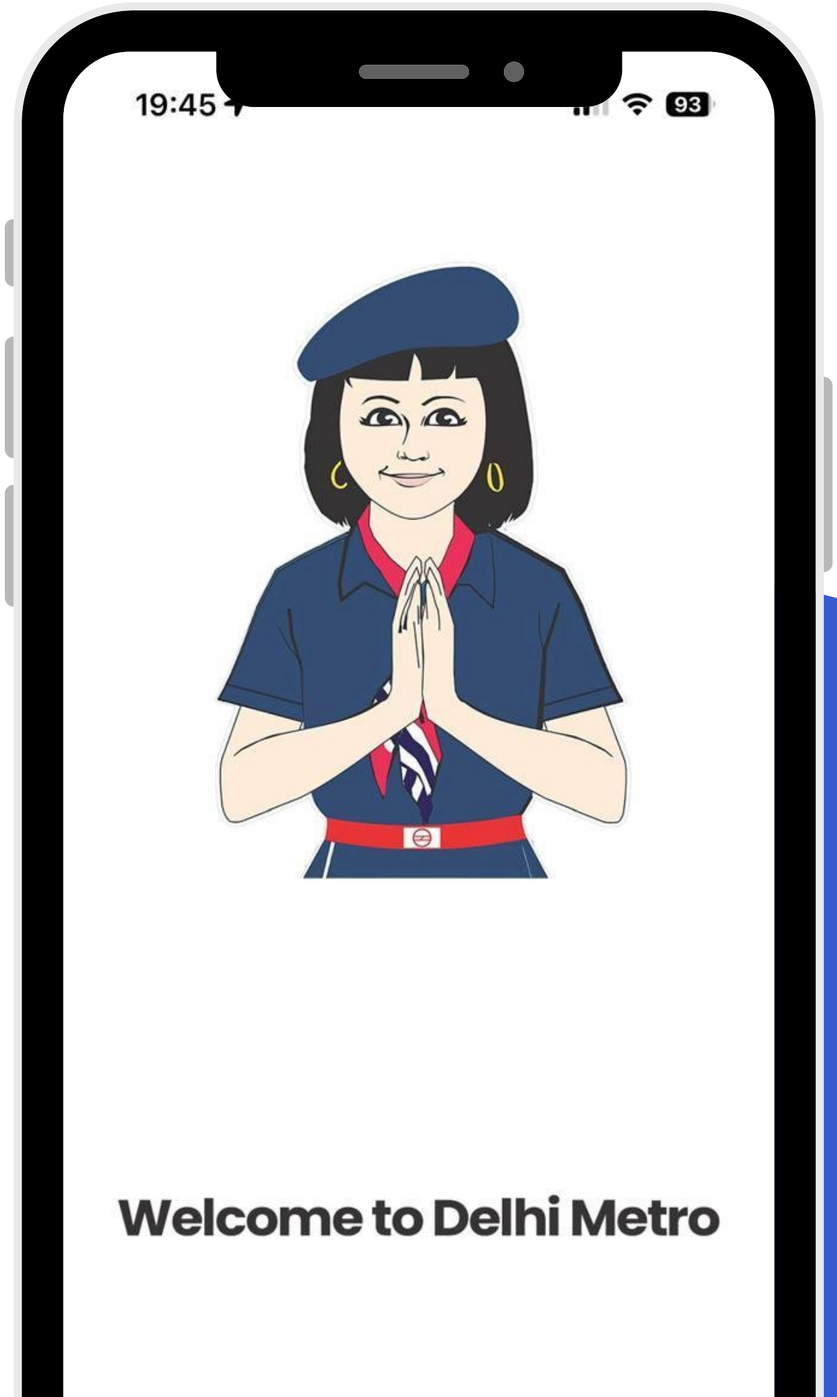
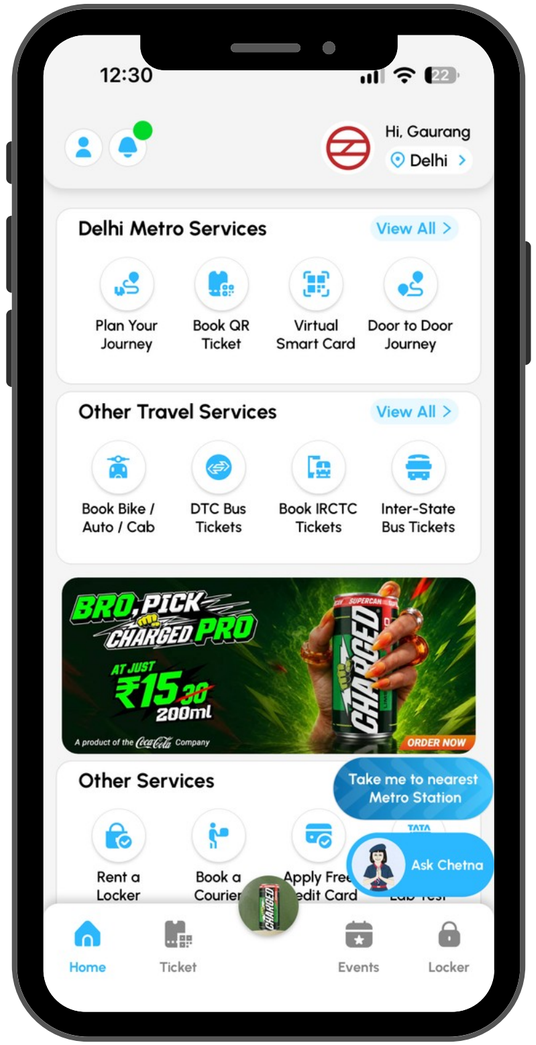
Metro to Doorstep: AI for Seamless Citizen Mobility

Delhi Metro Sarthi App



VISION



What Customers want?

- Redefining Mobility-as-a-Service in India's capital through seamless integration of Multi-Modal services.
- A single transaction journey from doorstep to destination via the Delhi Metro Sarthi App.

OBJECTIVE

Seamless Integration

Multi-Modal transit into one single platform, The Delhi Metro Sarthi App.

Sustainability

Promote environment-friendly transport to reduce Delhi's carbon footprint

Enhanced Accessibility

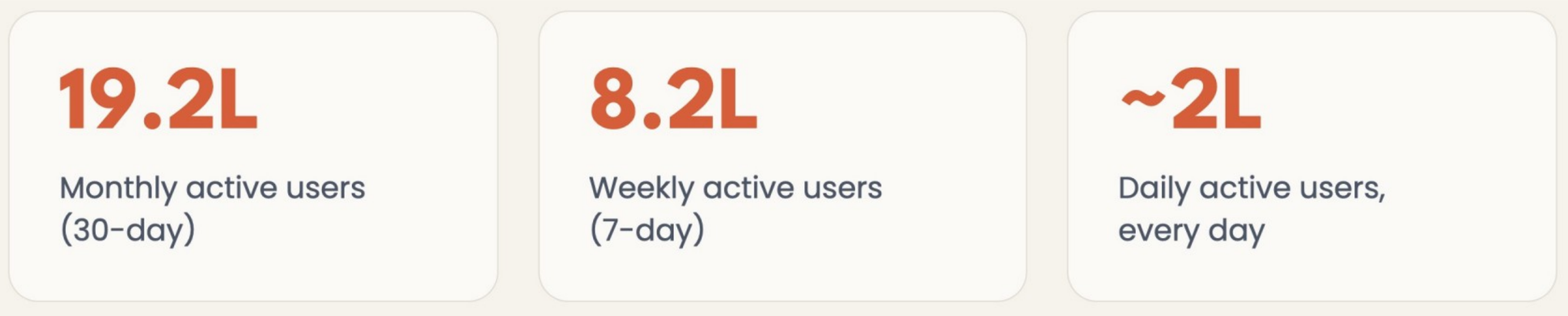
Improve connectivity for all, including women and underserved areas

Scalability

Leverage Delhi Metro's vast network to serve millions daily

THE AUDIENCE

19.2 lakh Delhi commuters open DMRC Sarthi app every month, with **1 Cr+ downloads**



DMRC Sarthi is the official DMRC app. Commuters use it to plan journeys, recharge metro cards and buy QR tickets — every day, on the way to work. They also use it for mobile recharge, ordering medicine, FASTag recharge and other utility payments. It is the only app with a **virtual metro card**.

VARIOUS TRANSIT INITIATIVES

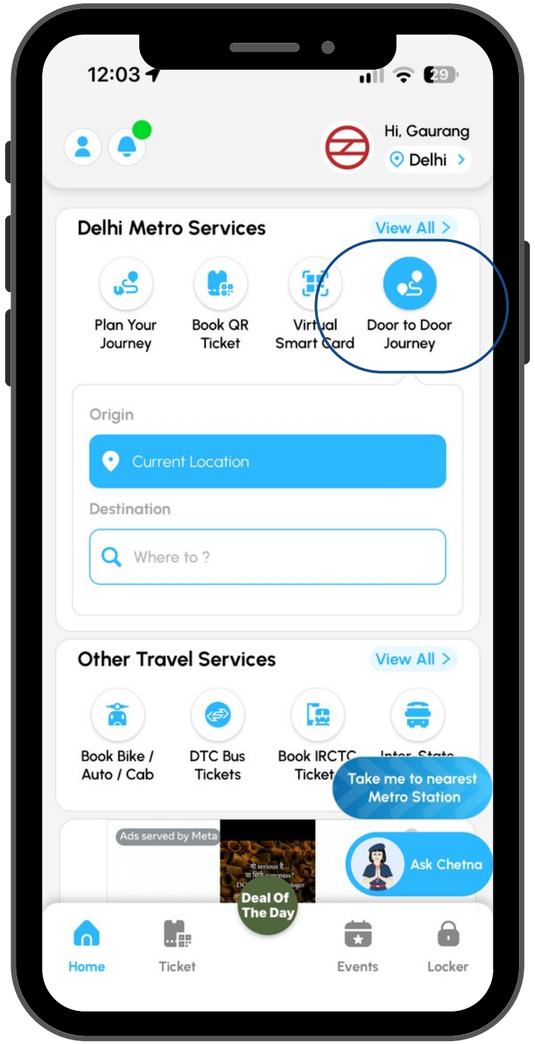
Metro focused Features :

1. Door to Door
2. Take me to the nearest metro
3. Book Taxi
4. TFD

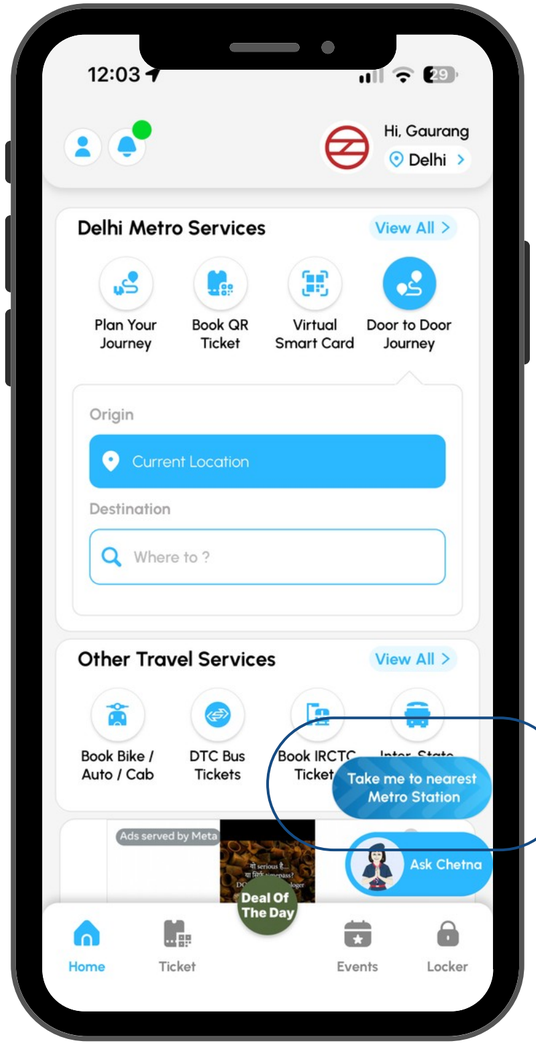
Transit focused features :

5. DTC
6. Trains (IRCTC)
7. Interstate Bus Bookings
8. NCTRC (Mano Bharat)
9. NMRC (Noida Metro)

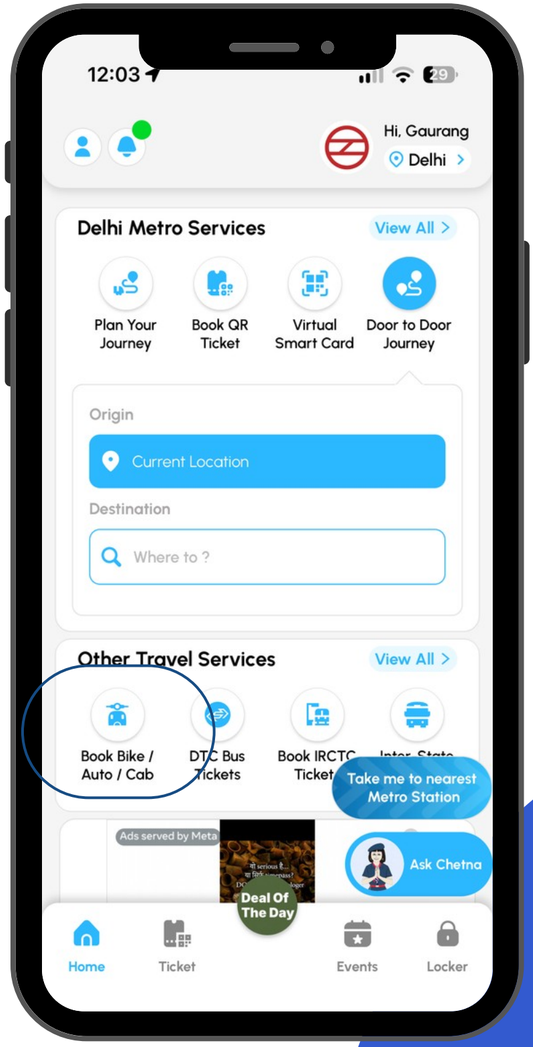
Metro focused features



Door to Door

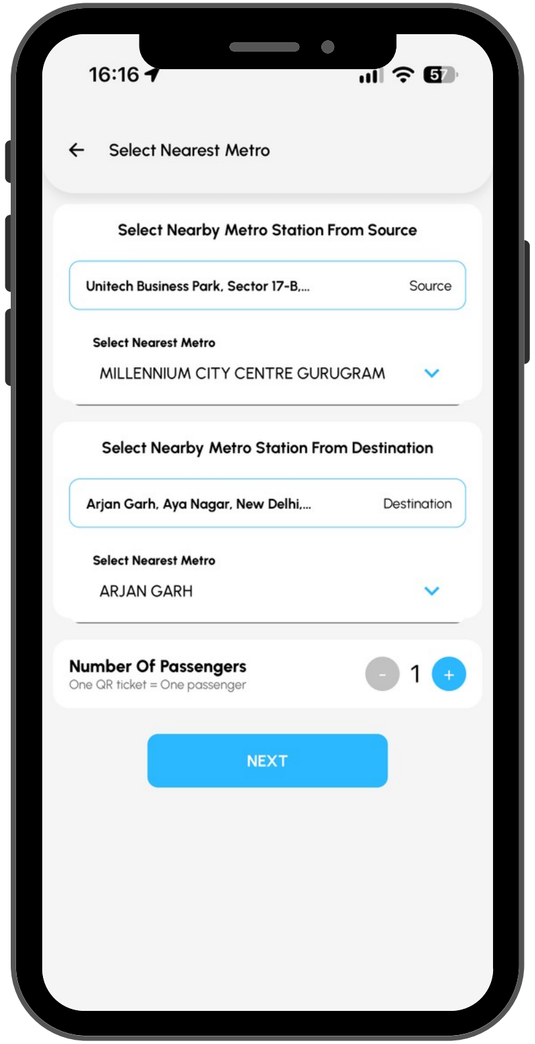


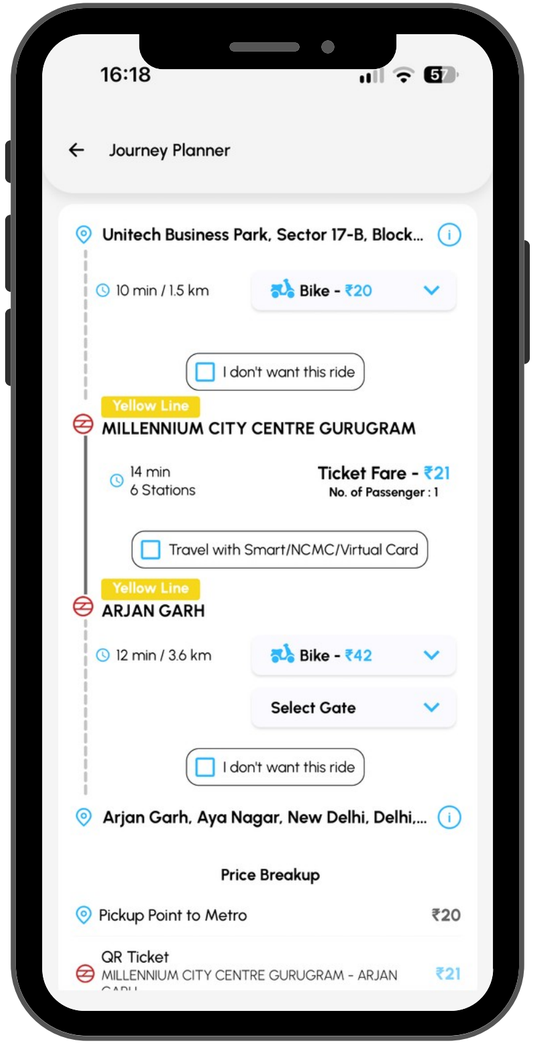
Take Me To The Nearest Metro



LMC

Door to Door Service





The App allows the passengers to book Door to Door service.

Once the passenger enters the Pick up and destination address, the app breaks down the journey into 3 parts.

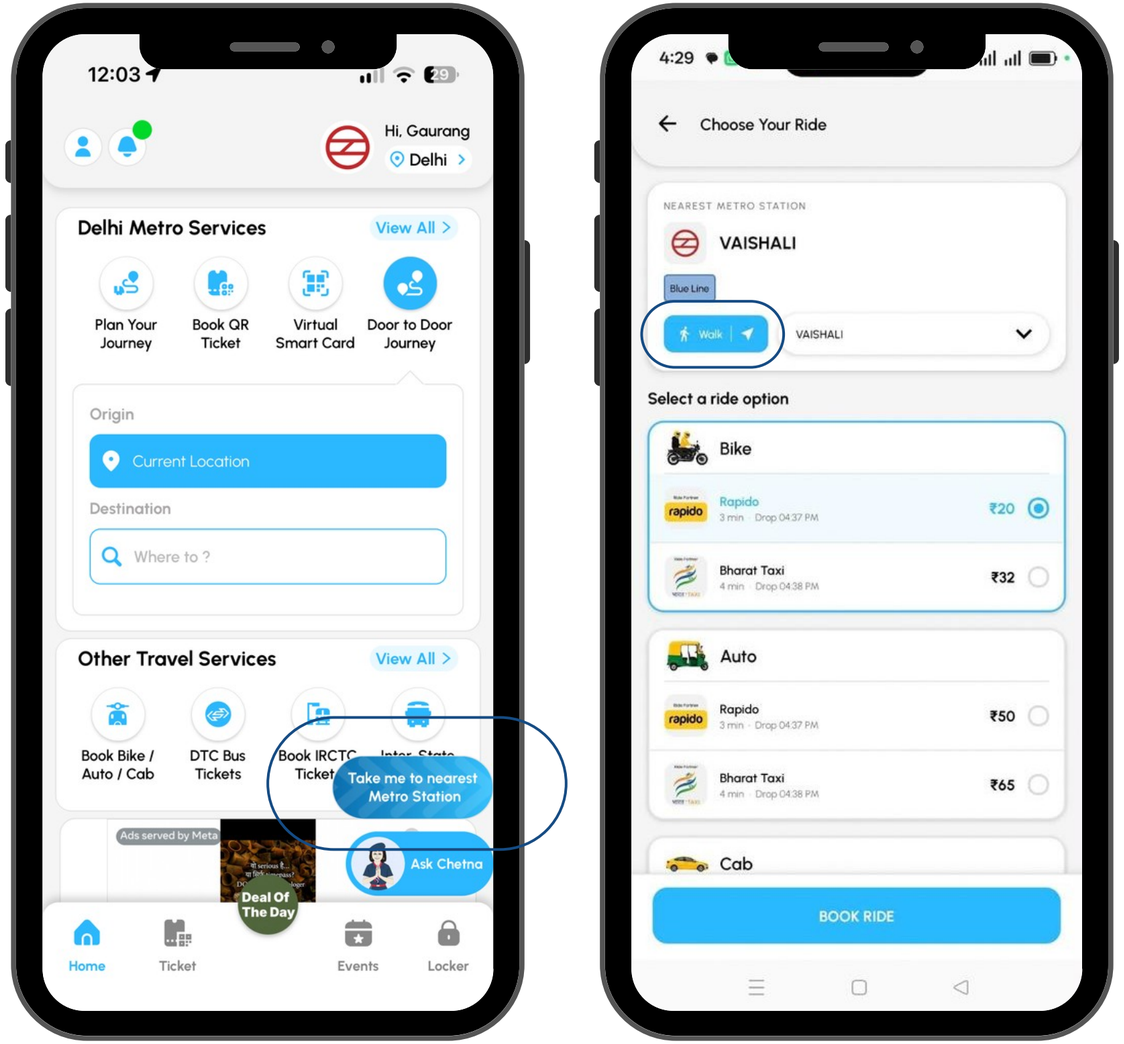
1. First Mile : Pick up point to Metro Station

2. Middle Mile : Metro to Metro

3. Last Mile : Metro to Destination


NEW
Welcome to the tutorial on
DOOR TO DOOR
Journey
Welcome to the tutorial on how to plan and book a

Take Me To The Nearest Metro Station

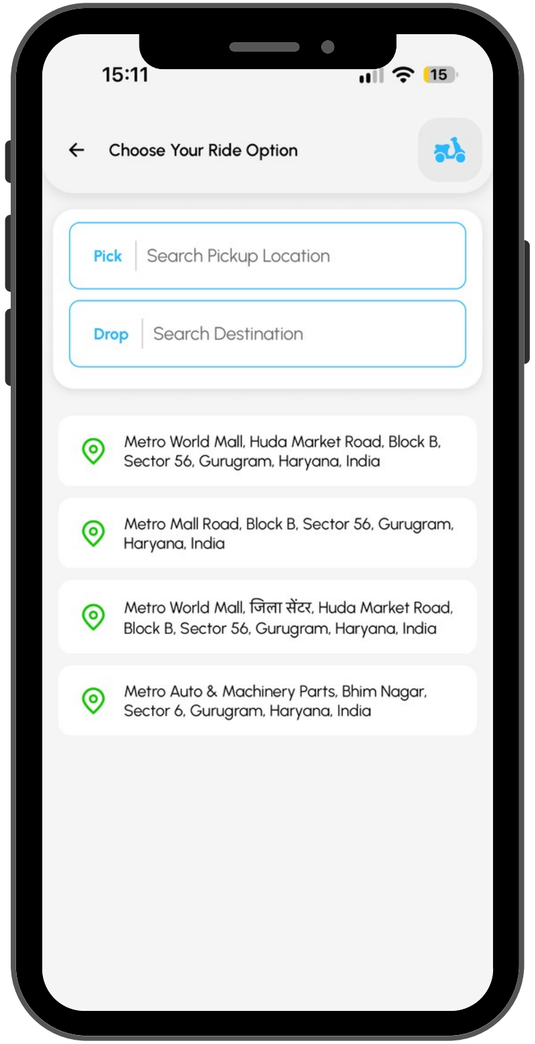


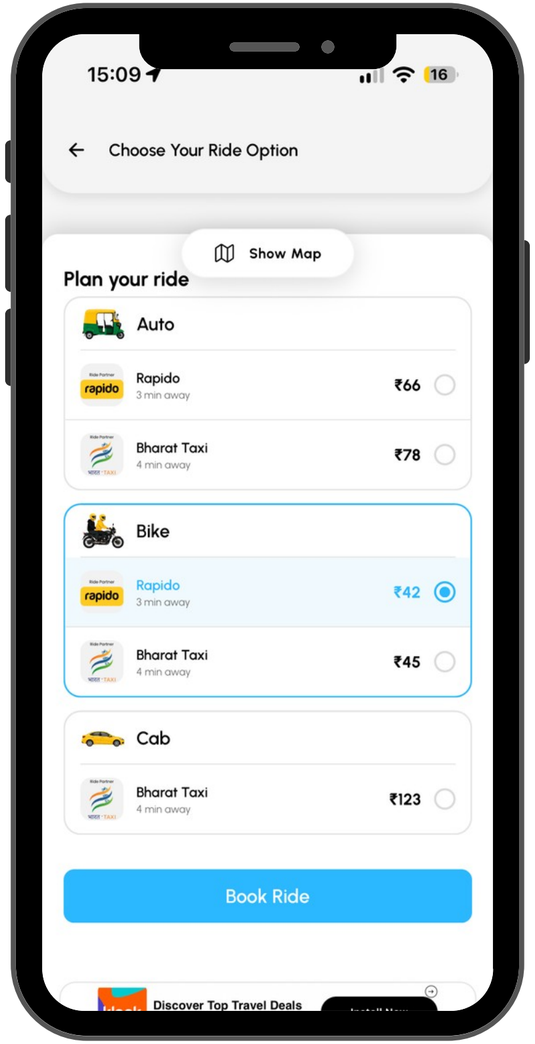
The App allows the passengers to book taxi service to the nearest Metro Station.

On a single click, App Algorithm calculates the nearest Metro station from the passenger's location.

If the station is under 500Mtrs, then the app also suggests the passenger to walk.

Last Mile Connectivity (Book Taxi)



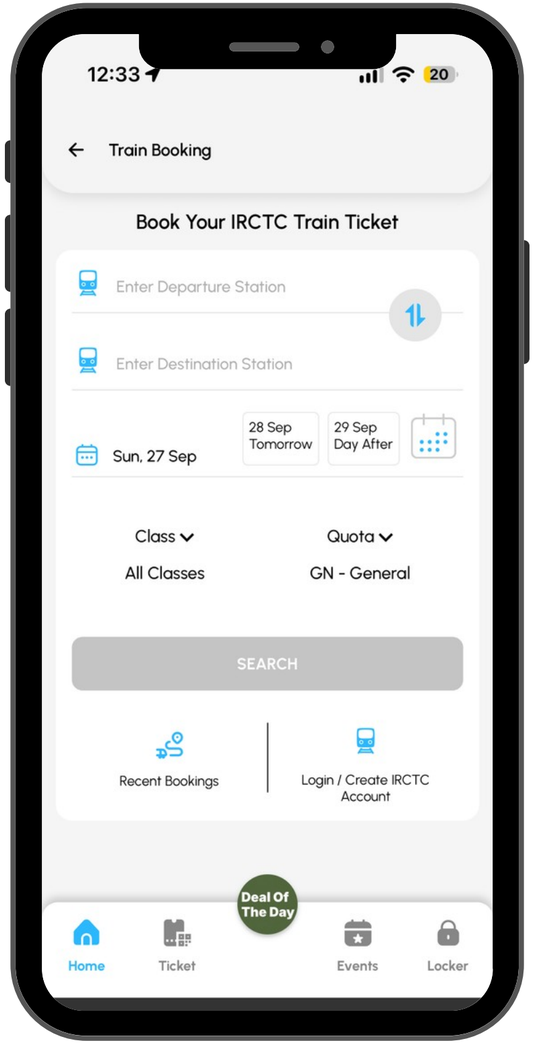


The App allows the passengers to book on demand taxi service.

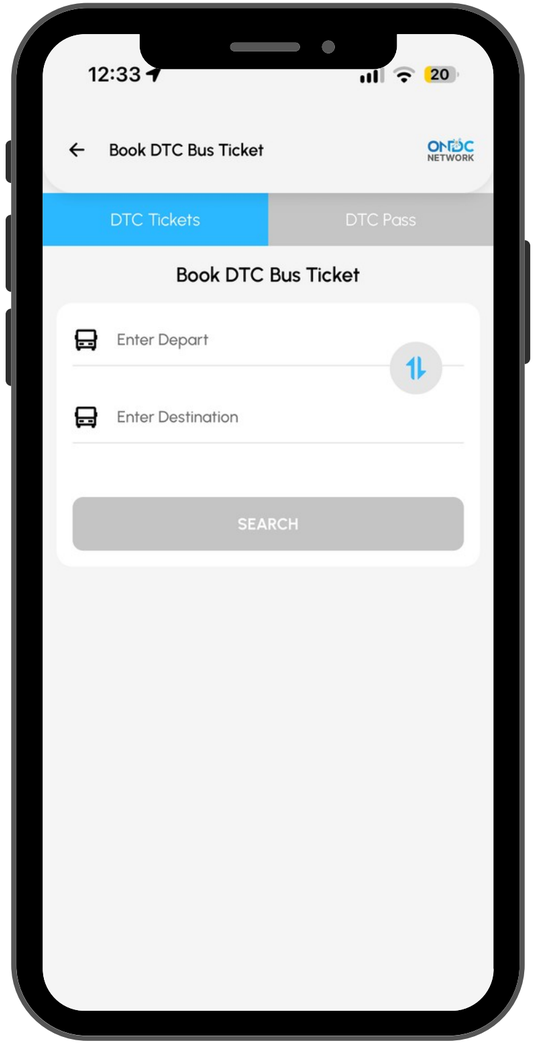
The app shown fare from Rapido & Bharat Taxi and let's the passenger choose their mode of travel.

The Fare & ETA are shown in real time.

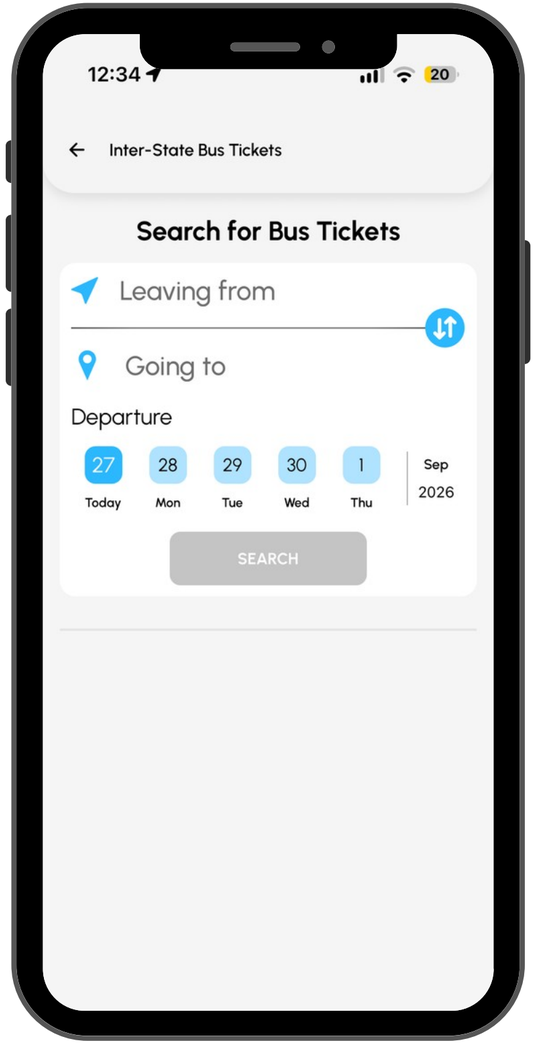
Transit focused features



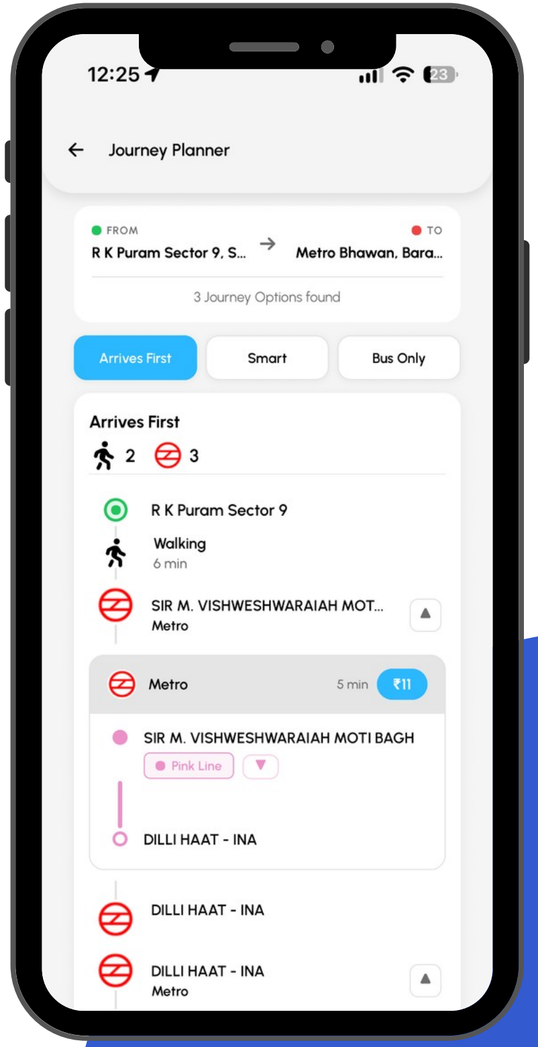
IRCTC



DTC

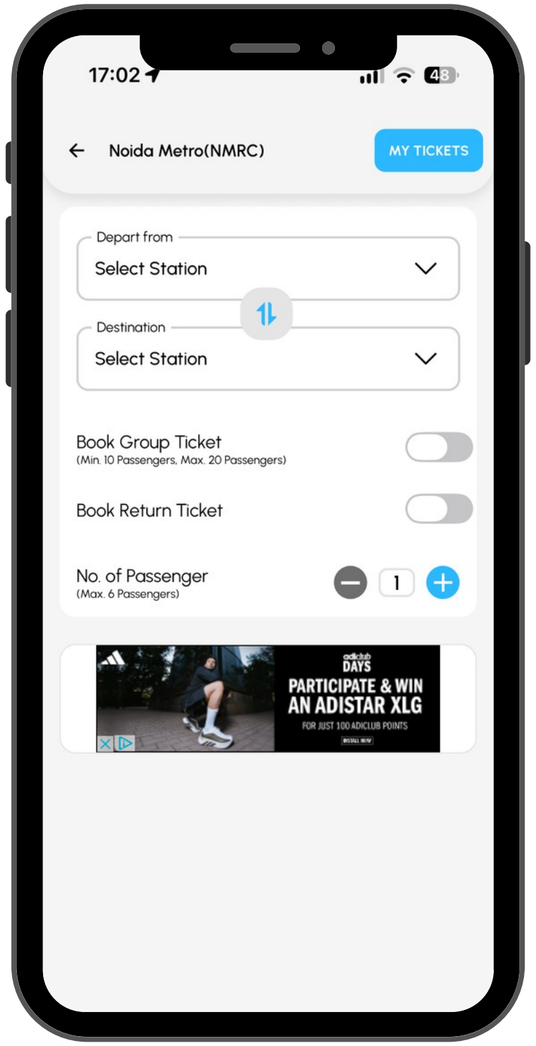


BUS



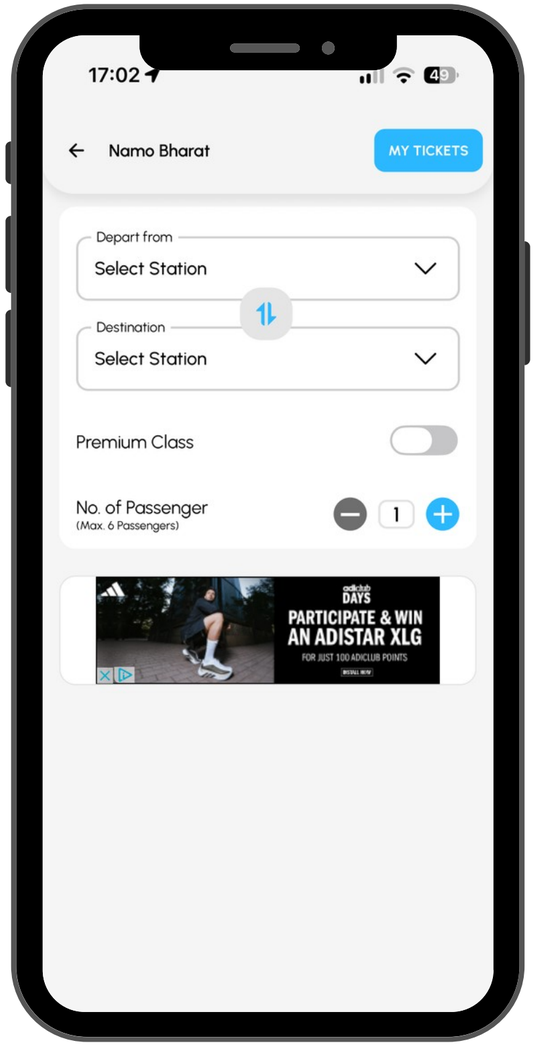
TFD

Transit focused features



NMR

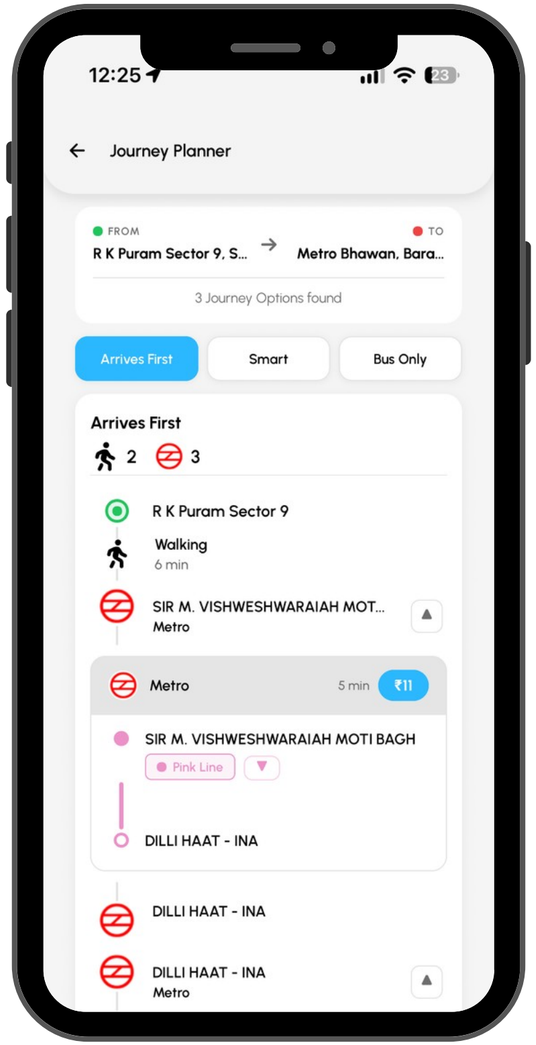
C



NCRTC

Transport For Delhi (TFD)

A DMRC Exclusive feature

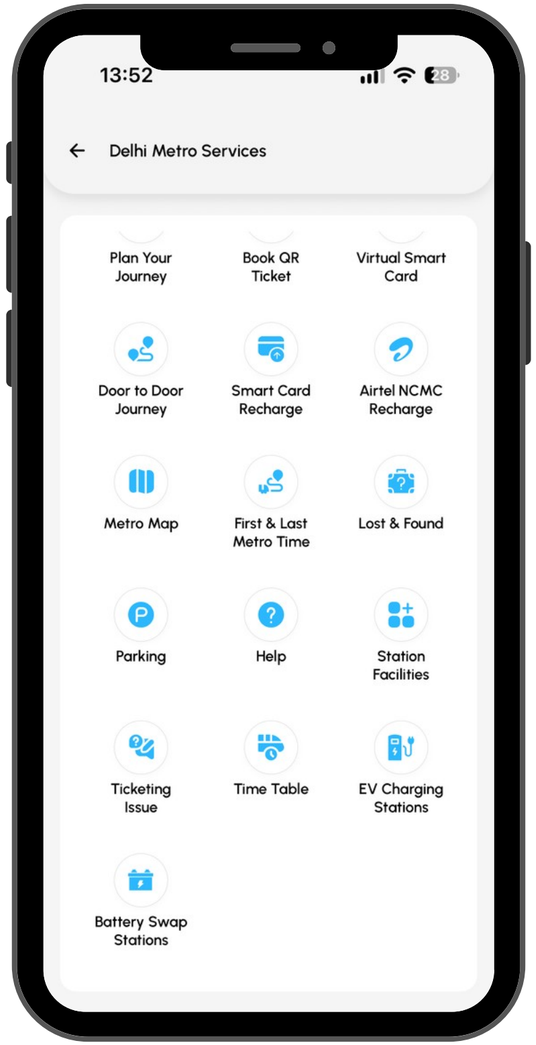


TFD combines DMRC & DTC Network, to provide a best suited travel route planning for passengers.

The algorithm calculates :

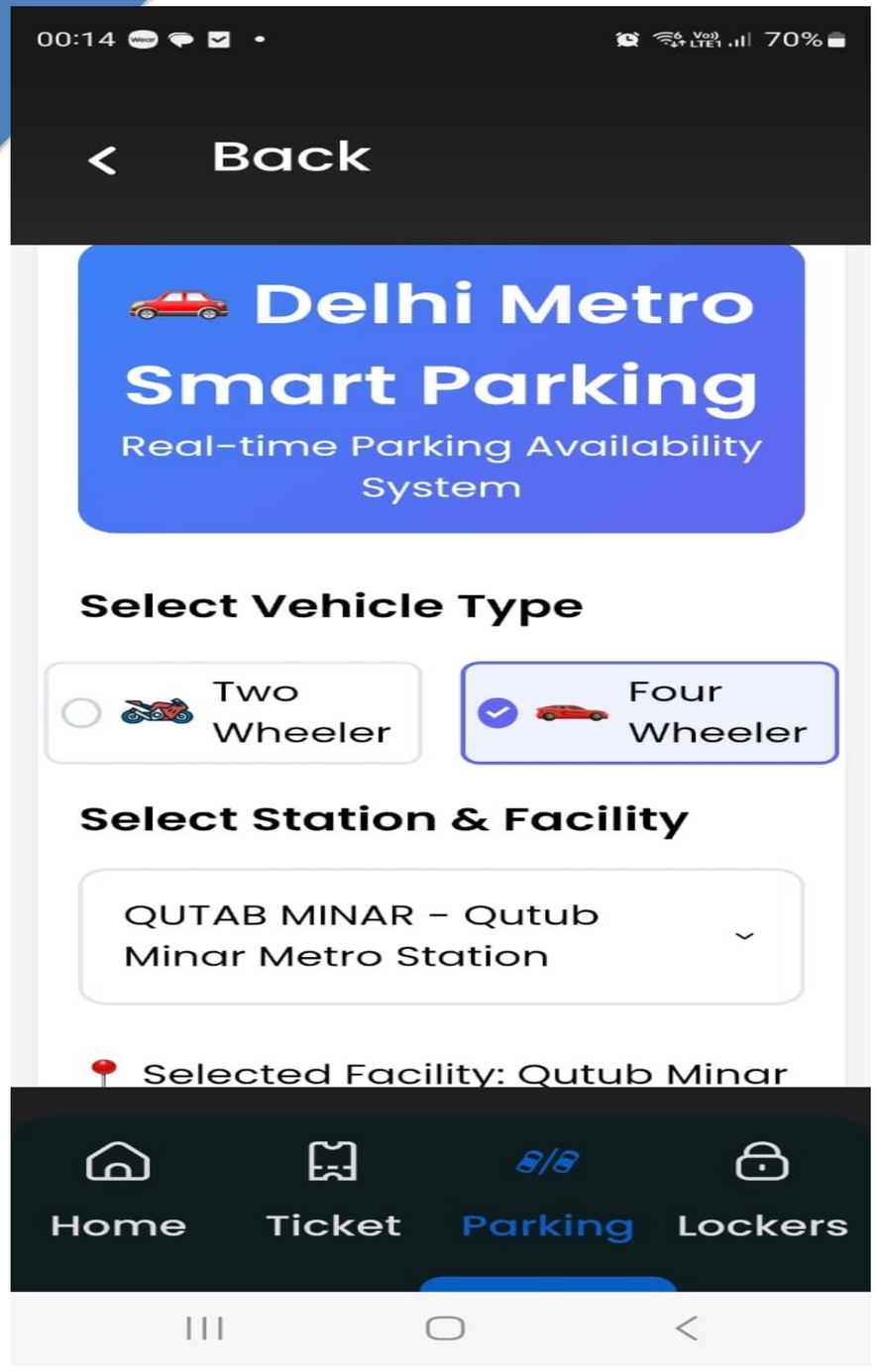
1. Fastest Route
2. Smart Route (Fare based)
3. Bus Only

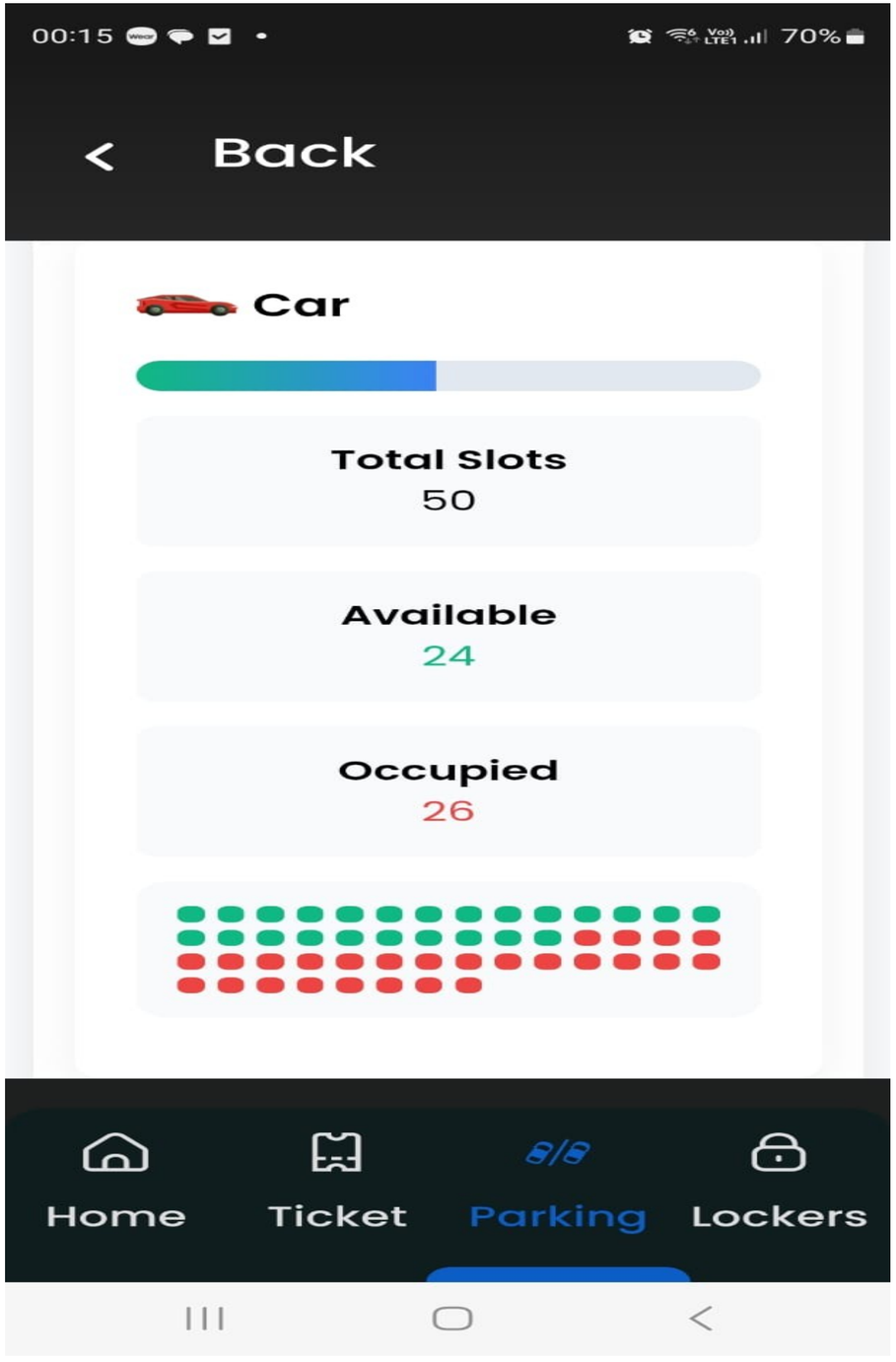
Various Accessibility Features



Various passenger convenience features on the app :

1. Metro map
2. First & Last Metro Timings
3. Parking facility
4. Station Facilities
5. EV Charging stations (with route guidance)
6. Battery Swapping Stations (with route guidance)


00:14
70%
Back
Delhi Metro Smart Parking
Real-time Parking Availability System
Select Vehicle Type
Two Wheeler
Four Wheeler
Select Station & Facility
QUTAB MINAR – Qutub Minar Metro Station
Selected Facility: Qutub Minar
Home
Ticket
Parking
Lockers


00:15
70%
Back
Car
Total Slots
50
Available
24
Occupied
26
Home
Ticket
Parking
Lockers



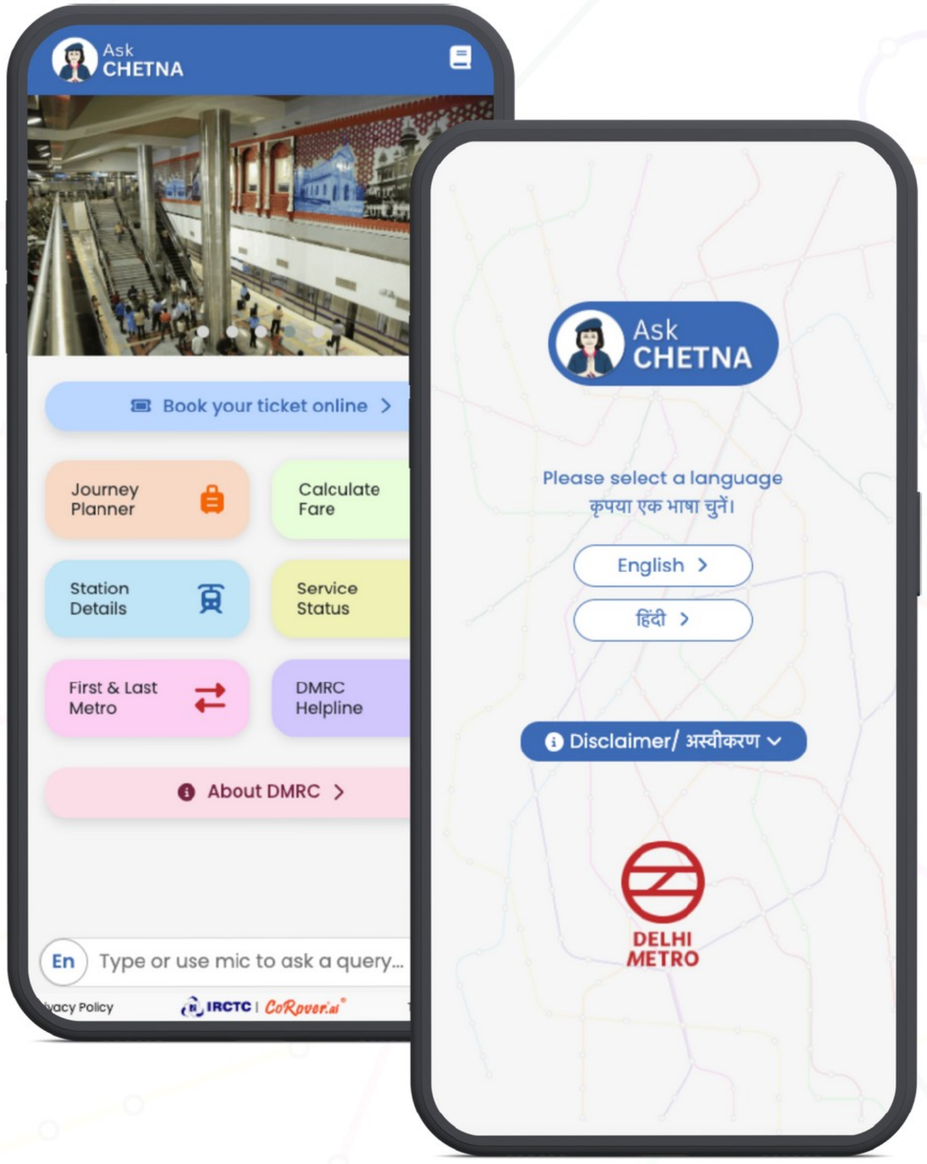
DELHI METRO

Meet CHETNA

Chatbot for **e**fficient **t**ransit, **n**avigation & **a**ssistance

Get answers to your queries by click, text, and voice.

Ask CHETNA >



Redefining travel and navigation assistance..

with **GenAI** ✨

AI CHATBOT FOR EFFICIENT TRANSIT NAVIGATION & ASSISTANCE (CHETNA)

Ask General Queries

Eg. How to top up my card using AVM?



See First & Last Metro Timings

Eg. When does the first metro train leave from Rajiv Chowk to Millennium City Cent

Or use the First &
feature pr



See DMRC Network Info.

Eg. Is red line operational today

Or use the Servi
feature prov



Ask CHETNA



Redefining travel and navigation assistance..

with GenAI

See Station Facilities

Eg. Is parking facility available at Rajiv Chowk?

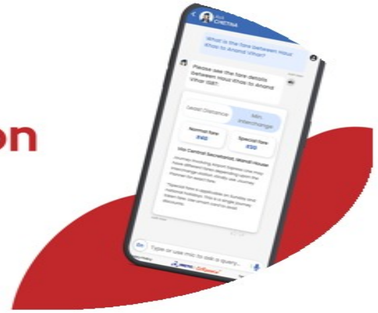
Or use the Statio
feature provi
scr



Get Fare Information

Eg. What is the fare between Hauz Khas to Anand Vihar?

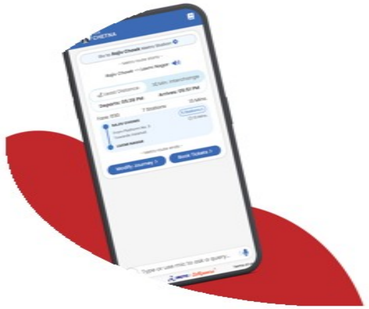
e the Fare Calculator
rovided on home
hatbot.



Plan your journey

Eg. I want to go from Rajiv Chowk to Laxmi Naga

Or use the Journ
feature pro





AI-Assisted Journeys

Salient Features

User Assistance

- Query Handling
- Journey Planner
- Journey Assistance
- Context Handling
- Voice Input
- Route Recommendations
- Misspelt Input Processing
- Auto-Language Detection
- Grievance Registration
- Emergency Scenario Handling

AI Intelligence

- **Intent Detection**
- **Voice Journey Assistance**
- **Context Handling**
- Voice Assistance
- Similarity Suggestions
- Auto-Suggestions
- **Best Route Recommendation**
- Misspelt Input Adaptation
- Language Adaptation
- **Emergency Scenario Handling**

Analytics & Insights

- User Metrics
- Query Metrics
- Real-Time Alerts
- Grievance Monitoring
- Deep Analysis
- API Health Status
- Usage Metrics
- Report Exports



Thank You