

## New Metro lines: Smooth sailing on Day 1; litmus test on Monday

Mumbaikars happy with newly inaugurated Metro lines 2A and 7, say will help save time and money; Mumbai 1 app faces some glitches



Commuters at DN Nagar station on Friday. Pic/Anurag Ahire

[Mumbai Metro](#) lines 2A and 7 Phase-2 were thrown open to the public on Friday. mid-day travelled on both corridors to see how the service was run and what the commuters had to say. Some Mumbaikars had reached the stations in the morning but were informed by the [MMRDA](#) that the lines would be operational only after 4 pm on Friday. Once the services commenced, majority of the commuters welcomed the move and said the Metro lines would help save time and money as they could avoid the traffic congestion.



***Commuters aboard a Metro train on the newly inaugurated Metro Line 7.***

***Pics/Anurag Ahire***

The Metro services saw no problems on Day One, but some commuters complained about not being able to use the Mumbai 1 mobile app, which was launched by the PM on Thursday. Due to some technical glitch, many were not able to register themselves on the app that is meant to make commuting via Metro seamless.

## **First look at Metro Line 2A**

There was a good response to the Metro services on Metro Line 2A from DN Nagar in Andheri West to Dahisar on the first day and many commuters were seen praising MMRDA and the government for starting the services.

Amey Sawant, a Andheri West resident, said, "I am thankful for this Metro line as I can now travel from my home to my workplace in Dahisar in such a short time. It generally takes more than an hour to travel the distance by road."



### ***A youngster seen travelling with bicycles at DN Nagar Metro station***

Jai Parab, a first-year junior college student who was travelling from Andheri West to Malad with a bicycle, said, "The roads are in bad shape and there is too much traffic congestion on this stretch. As we are allowed to take bicycles on the Metro, we can easily get down at Malad and then ride the cycle to the store."

## **All praises for Metro 7**

mid-day also travelled on Metro Line 7 which connects Gundavali in Andheri East to Dahisar East. Commuters\* response was the same here with a majority of them talking about being able to save time away from vehicular traffic on city roads.

Amey Sane, a teacher who was travelling from Aarey to Gundavali, said, "I have to travel from Andheri to Sanjay Gandhi National Park and Aarey Colony. With this line, the commute will be easier. I generally travel by local train and then take an auto to the destination, which takes around an hour. Now I can save both time and money."

A senior citizen couple, Yashwant Raut and his wife Pusphlata who were taking a joyride, said, "The experience so far has been good. Now we do not have to take an auto rickshaw or taxi and get stuck in traffic. Metro is faster, more convenient and cheaper too."



***Senior citizen couple, Yashwant Raut and his wife Pusphlata, takes a joyride on the Metro 7***

Malad residents Mehfooz Ahmed and his wife Varsha, both of whom work in Andheri, echoed the sentiment and said, "Earlier we would travel by BEST bus and often get stuck in the peak hour traffic rush on the Western Express Highway. We were waiting for the Metro line to start."

## **Integration with Metro Line 1**

mid-day also saw that the integration of these two lines with the existing Metro Line 1 from Versova to Ghatkopar was done in a systematic manner so that commuters do not have problems navigating between the lines. With this integration between the east-west line and north-south lines, the travel time in the city has significantly reduced.

A good crowd was seen coming from the Versova-Ghatkopar line towards the Gundavali- Dahisar route. Metro staffers were in place to guide the commuters to the new station. Shivesh Khanna, a commuter, said, "I stay in Versova and am going to Goregaon for a client meeting. The Metro will be a boon for commuters as it will help avoid traffic congestion on WEH."

## **Infra check**

The trains and rolling stock had specific designs to cater to the requirements of divyans. While the stations were equipped with wheelchairs, elevator buttons had braille inscriptions and the platforms had tactile tiles to help the visually impaired navigate safely.

The stations also have Platform Screen Doors (PSD) which will ensure passenger safety and eliminate the risk of passengers accidentally falling onto the tracks. A public announcement and information display system has been provided at all stations for passengers\* convenience.

## **Glitch mars app**

Apart from the phase-2 of the two Metro lines, the PM had on Thursday launched the Mumbai 1 mobile app and the National Common Mobility Card (Mumbai 1).

As per MMRDA, Mumbai 1 app has essential information for passengers and also generates QR code for access at Automatic Fare Collection points at every entry and exit gate, thus ensuring a seamless experience. However, a number of people had issues while registering on the app due to technical issues.

Meanwhile, the National Common Mobility Card will initially be used on MMRDA-operated Metro corridors and gradually extend to other modes of mass public transport in the city. A number of commuters were seen asking Metro staff about the card, its usage and benefits.