

Instructions for Surat Money Card usage in Transit system.



Pole Validator



HTT



Fare Gate Validator

Minimum Balance: The minimum amount of Rs.50/- is required in Surat Money card to be able to use the Surat money card in transit.

How to Use Surat Money Card in City bus:

1. When entering a city bus, “Tap in” on the Pole Validator and when exiting a city bus, “Tap out” on the Pole Validator. In the event Pole Validator is not available in the city bus or non-functioning, then the passenger is required to perform the “Tap in” or “Tap out” at the HTT with the bus operator in the city bus.
2. When entering a city bus, “Tap in” on the Pole Validator and when exiting a BRT station, “Tap out” on the Fare Gate Validator. In the event Fare Gate Validator is not functioning, then the passenger is required to perform the “Tap out” at the HTT with the operator at the BRT Station cabin.
3. **Penalty for not performing “Tap in” in City Bus:** In the event a passenger is caught inside the City Bus without ticket and “Tap in” is not performed by using the Surat money card, then the passenger shall be treated as without ticket and penalty shall be levied accordingly.

How to Use Surat Money Card at BRT Station:

1. When entering a BRT station, “Tap in” on the Fare Gate Validator and when exiting a BRT station, “Tap out” on the Fare Gate Validator. In the event Fare Gate Validator is not functioning, then the passenger is required to perform the “Tap in” or “Tap out” at the HTT with the operator at the BRT Station cabin.
2. When entering a BRT station, “Tap in” on the Fare Gate Validator and when exiting at city bus, “Tap out” on the Pole Validator. In the event Pole Validator is not available in the city

bus or non-functioning, then the passenger is required to perform the “Tap out” at the HTT with the bus operator in the city bus.

3. **Penalty for not performing “Tap in” in BRT Station:** In the event a passenger is caught inside the BRT station or inside the bus without ticket and “Tap in” is not performed by using the Surat money card, then the passenger shall be treated as without ticket and penalty shall be levied accordingly.

Penalty for not performing “Tap out” in City Bus and BRT Station: In the event a passenger fails to perform “Tap out” by using the Surat money card while exiting from BRT station or city bus, then maximum fare will be applicable as per Fare matrix and it shall be deducted from the Surat money card of the passenger.

Exception Scenario: Passenger needs to check with Station operator, if any of the below messages appear on the Fare Gate Validator when they Tap the Surat money card.

- a) Entry Required
- b) Exit Required
- c) Time Exceeds
- d) Card Invalid

Entering at same BRT Station after performing “Tap In” by Surat Money Card: If the Surat Money Card is tapped on Fare Gate Entry Validator, but passenger is not entered inside the BRT station. He/She may permit to enter inside the BRT station without charge by Tap in again the Surat Money Card on Fare gate entry Validator within 5 Minutes.

If Passenger has Tapped In and Tapped out at same location and he/she is found travelling inside the bus during inspection then penalty will be applicable.

Exiting at same BRT Station after performing “Tap In” by Surat Money Card: A passenger can enter inside the BRT station by performing “Tap In” and can also exit from the BRT station without charge by performing the “Tap Out” within 5 minutes. If the passenger stays for more than 5 minutes inside the BRT station and then tries to exit the same station by “tap out”, charge shall be applicable.

Purchase of tickets by Surat Money Card: Surat Money Card is prepaid Card where citizen can add or save the money. Passenger can purchase the tickets from him as well his peers by using the remaining balance of Surat Money Card. It is to informed that there is no any discount is applicable on tickets purchased by surat Money Card. Discount is only applicable to Pass Holders. Pass holders can avail the discount only by Tap In & Tap Out (Paper Less Journey)