Refund

> Refund of Smart Card and Student Smart Card in different scenarios:

Card attributes	Conditions	Refund Scenario
Physical condition	Ok	Only Security Deposit is refunded.
Electronic Readability	Ok	
Readability of engraved ID	Clear	
Validity	Expired	

Card attributes	Conditions	Refund Scenario
Physical condition	Ok	Proportionate balance amount is refunded along with Security Deposit.
Electronic Readability	Ok	
Readability of engraved ID	Clear	
Validity	OK	

Card attributes	Conditions	Refund Scenario
Physical condition	Ok	Proportionate balance amount is refunded along with Security Deposit.
Electronic Readability	Unreadable	
Readability of engraved ID	Clear	
Validity	Ok	

Card attributes	Conditions	Refund Scenario
Physical condition	Ok	Only Security Deposit is refunded.
Electronic Readability	Unreadable	
Readability of engraved ID	Clear	
Validity	Expired	

Card attributes	Conditions	Refund Scenario
Physical condition	Damaged	Proportionate balance amount is refunded without Security Deposit.
Electronic Readability	Ok	
Readability of engraved ID	Clear	
Validity	Ok	

- Central Control decides the passengers eligible for getting refund keeping in view the duration of disruption, affected station etc.

Card attributes	Conditions	Refund Scenario
Physical condition	Damaged	No refund.
Electronic Readability	Ok	
Readability of engraved ID	Clear	
Validity	Expired	

- No refund is permissible in case engraved ID on the card is NOT clearly readable.

- There is no provision of refund of balance amount in tourist smart cards but SD is claimed on presentation of card after completion of validity. However Metro Railway administration reserves the right to consider a few exceptional cases of refund of tourist smart card.

- Smart card of any type is not permitted any refund in case of unusual incidents.

- Balance amount is refunded, in case of CST(Contactless Smart Token) and CSC(Contactless Smart Card), after rounding off to the immediate lower whole number.

- CST once purchased cannot be refunded under normal circumstances if the passenger has already entered the paid area.

- Full refund is allowed at token issuing station within validity period (i.e. 45 minutes) to a token holder who has not entered the paid area. Beyond validity period extending upto next day, a refund of ₹5/- is allowed on presentation of token to the booking staff. From 3rd day onwards ₹2/- (for tokens of ₹5/-) and ₹5/- (for tokens of more than ₹5/-) are refunded to the token holders wanting to return such tokens.

- For corrupted / unreadable CST, a new CST is issued in replacement and the commuter is allowed to complete his journey.

- For a partially used CST, no refund is granted in normal circumstances; the token is captured at the exit gate and the passenger is allowed to exit.

➢ In case of unusual incidents (accidents, service disruption for more than 30 minutes), full refund is granted only at the CST issuing station on the day of occurrence to the token holder in station premises including both paid and unpaid area.

➢ In face of unusual incidents exceeding 30 minutes, a passenger having a partially used token is refunded 50% of the fare on the day of occurrence.

➢ Eligible passengers covered under above two clauses are also refunded 100% and 50% respectively on the next day of unusual incident. From 3rd day onwards ₹2/- (for tokens of ₹5/-) and ₹5/- (for tokens of more than ₹5/-) are refunded to the token holders wanting to return such tokens.

➢ Any refund on token / card purchased through RTC is done as per the rules applicable for other similar tickets but the refund is made only to the State Government and not to the individual membe₹

➢ The refund period will be maximum 30 days including the day of purchse of tokens.

➢ Security Deposit is not refundable against physically damaged cards. A card will be deemed as physically damaged if:

a) Card is in bent/twisted/perforated condition
b) Card is broken/torn/cut/stapled/pinned
c) Card surface is scratched/badly worn out