

Payments, Refunds & Cancellation

Payments:

1. Online Payments can be done by:
Online Payment: [UPI](#), Card payment and ~~Net Banking Payment via BillDesk Payment Gateway~~ [Net Banking via SBI Payment Gateway](#) can be done at Online Payment link on Make Payment page.
2. Problem with an order or payment: Please talk to us on 022-61087551 or email us at contactus@metrorailnagpur.com.

Refunds & Cancellation:

1. Refunds initiated will be credited to the account/card from where the transaction had initiated.

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Prices

All prices posted on this website are subject to change without notice. Prices prevailing at commencement of placing the order will apply. Posted prices do not include convenience fee. In case there are any additional charges or taxes the same will be mentioned on the website.

Payment

Online Payments can be done by:

Online Payment: ~~UPI, Card payment and Net Banking via SBI Payment Gateway Card payment and Net Banking Payment via BillDesk Payment Gateway~~ can be done at Online Payment link on Make Payment page.

Changes and Cancellation

~~Changes and Cancellation not allowed. Tickets once purchased can be cancelled within the next 60 minutes. Used tickets cannot be cancelled.~~

Refund

~~Refunds initiated will be credited to the account/card from where the transaction had initiated.~~

- ~~i) QR Ticket once purchased cannot be refunded if the paid area has been entered. However, AFC system has provision to refund in such cases if required in exceptional circumstances.~~
- ~~ii) When the passenger is in paid area and if the QR is corrupted or not readable then a free exit ticket will be issued to complete the journey as planned by the passenger.~~
- ~~iii) In case of Maha Card, no manual refund is applicable.~~
- ~~iv) **Refund of a Partially Used Single Journey QR:** Refund of partially used Single Journey QR is not authorized. However, in case of failure in revenue services and emergency situation refund of partially used QR will be granted at full amount.~~
- ~~v) **Incase of Mobile & WhatsApp QR, following details will be required to initiate refund. Manual refund is not applicable.**~~

Mobile number	Transaction Date	Transaction Time	Transaction ID	Amount	Source station	Destination station

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