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Press Release

No Balance Transfer for Lost Travel Cards

In Chennai Metro Rail, CMRL travel cards and Singara Chennai NCMC cards are widely used for metro travel and parking payments.

The balance amount if any in lost CMRL Stored Value Cards and Singara Chennai (NCMC) Cards will not be transferable or refundable under any circumstances. Hence, passengers are requested to take extra care in safeguarding their travel cards.

Technically, the money in the offline wallet of a lost NCMC card is not refundable as per RBI/NPCI guidelines and issuer policies. Because the offline wallet funds cannot be blocked when a card is lost hence the funds are liable for misuse by the card's finder.

CMRL remains committed to ensuring a secure, reliable, and transparent travel experience for all commuters. We sincerely regret any inconvenience caused. Expecting your continued patronage.

**Issued By: Public Relations Department,
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