ONE PUNE विद्यार्थी पास

Shop. Travel. Explore. Get everything you want with one card

Card Activation

The card must be activated at Pune Metro station counters for the first time.

- OTP will be sent to the customer's registered mobile number.
- Card must be inserted into POS terminal > Customer to enter OTP at POS terminal.
- POS terminal prompts the customer to input the PIN > POS terminal will display a successful 'PIN SET' message.

- For Non-HDFC Bank account holders, card to be issued on Limited KYC process, which will have to be updated to full KYC within two years of card issuance after providing necessary KYC details.

Balance Management

Your One Pune Card can hold offline balance on Card Chip for travel / ticketing payment at the metro. As a result, the card would have separate balances as stated below:

- Total Balance – The amount loaded on your card after all fees & charges have been deducted.
- Chip Balance – The amount set aside for your metro gate Tap & Pay transactions, maximum Chip Balance can be ₹2000, according to current guidelines.
- Card Balance – The amount available on the card excluding Chip Balance that can be utilised for retail purchases (POS and E-commerce).
  Card Balance = Total Balance – Chip Balance.

Reason for bifurcation of Total Balance:

- Chip Balance – To restrict the amount of money accessible on your card for offline transactions. This is done to protect the remaining money in your Total Balance and reduce liability to fraudulent activities if the card is lost. The Chip Balance cannot be restored/refunded if the card is lost.
- Card Balance – Allows you to spend your money on all your regular transactions on E-commerce and POS.

How can you reload your Balances?

A. When you reload your Card at the Metro station counter.

- Total Balance – Gets updated with the amount refilled. (minus fees & charges)
- Chip Balance – Up to the limit is updated (i.e. ₹2000). Any excess funds will be accessible as Card Balance
- Card Balance – Gets updated with any amount in the Card Balance that exceeds ₹2000

B. When you reload your Card through the Customer Portal
- Total Balance – Gets updated with the amount reloaded. (minus fees & charges)
- Chip Balance – Gets updated after the amount is loaded through the portal & balance update is done at the Pune Metro station counter & through Add Value Machine. (AVM)
- Card Balance – Gets updated with the amount reloaded. (minus fees & charges)

Card Top-Up

Top -ups can be done at Pune Metro station counters and through
One Pune Card customer Portal.
After topping up the card via the Customer Portal you must insert the Card into
an Add Value Machine(AVM) at a Metro Station for Chip Balance to be updated.

Financial Transactions

Metro ticket payment transaction: This Card is a contactless Card and the Cardholder has to tap the Card at the source station entry gate / validator and again at the destination station's departure.
Based on the entry and exit tap, the fare would be calculated and deducted from Chip Balance. Each contactless payment transaction is restricted to ₹2,000
There is a daily limit of 20 contactless transactions.

You can also buy and renew Pune Metro Travel passes* with the One Pune Card
on metro stations.

T&C Apply.

Retail and E-comm transactions: Apart from paying for tickets at Pune Metro, the Card can also be used to make retail purchases at merchants (POS and E-comm transactions). Customers must enable contactless and E-commerce transaction capability on the Customer Portal for contactless purchases at retail & online merchants, respectively.

Channels for Non-Financial Transactions

Scan for Customer Portal

- ## Customer Portal
  Register on Customer Portal to set username and password
  - Enter Card Number & DOB on the login page.
  - OTP will be sent to the registered mobile number.
  - Enter OTP and set username & password.
  - After login to Customer Portal, explore the following functions:

  View card balance and statement, Temporary card block, Set PIN, Limit Management,

  Enable/Disable Contactless & E-commerce Transactions, FAQ & Help Section.

- ## One Pune Card Call Center
  Reach out to One Pune Card Call Center at 080-35004500 to enquire about Balance, Card Blocking, Transaction, Statement, Dispute etc.

- ## Metro Station Counters
  Card Replacement can happen at station counters.

- ## SMS Alerts
  You will receive SMS alerts on your registered mobile number for all transactions. Incase of offline ticketing transaction, only one SMS would be sent at EOD for all transactions in a day.

Card Load and Balance Limit

Cards issued with Limited KYC can be loaded with a maximum of ₹10,000 each month subject to the Card's balance not exceeding ₹10,000. It is in accordance with applicable guidelines & subject to change from time to time.

Cards issued with Limited KYC must be upgraded to Full KYC Card within two years of issuance by submitting relevant KYC documents. Otherwise, credit freeze will be applied on the Card.

According to guidelines, the balance on a Full KYC Card cannot exceed ₹2,00,000/- at any given point of time.

Inactive Card as per guidelines

If there is no financial transaction for a year in a row, the bank will deactivate the card & notify the Cardholder. The Card may only be reactivated when it has been topped up or recharged.

Lost or Stolen Card

If a Card is lost or stolen, the Cardholder must immediately report loss / theft by calling on 080-35004500.
In case you wish to initiate for card closure, you are required to call the customer helpline number 08-35004500.

Fees and Charges

Card Issuance Fee - ₹150.00
Annual Fee - ₹75.00
Loading / Top-Up Fee - 1.8% of recharge value but not exceeding ₹12
Card Replacement / Reissuance Fee - ₹150.00
Balance Enquiry Fee - Nil

T&C Apply. *All the fees and charges are excluding GST.

Validity & Renewal

The Card is valid for 3 years from the date of issuance or the final date of the validity month as specified on the card plastic. A month before the card's renewal, you will get an SMS requesting for renewal to which you will have to approach / visit the Pune metro station counter for Card Re-issuance.