

FAQ for KOCHI METRO TRIP PASS on KOCHI1 CARD

Axis bank is pleased to enable issuance of 30 Trip & 60 Trip pass offered by Kochi Metro Rail Limited on Kochi1 card. Please note that this feature shall be available only for Kochi1 card holders. Please refer below FAQs to address queries.

Ques- Who can avail pass for Kochi metro and How?

Ans- Any Kochi1 card holder can buy 30 trip or 60 trip pass which will be valid for 30 or 60 days, respectively. The pass will be loaded on Kochi1 card itself.

Ques- Is there any charge associated with Passes? What is the discount on passes?

Ans- No, there is no additional charge for buying pass on Kochi1 card. For 30 trip pass, discount is 25% & for 60 trip it is 33%.

Ques- Discount is calculated on what basis and who is giving this discount? Can the discount percentage change?

Ans- Discount is offered on ticket price of single journey fare between selected origin & destination station multiplied by 30 or 60 trips. Discount is offered by Kochi Metro Rail Limited and can change as per their discretion.

Ques- Can I pay cash and directly buy pass on Kochi1 card?

Ans- No. The amount of pass shall be debited from balance in card and pass shall be loaded on card. Please load sufficient balance in card and the balance from card gets deducted for loading pass on card.

Ques- I don't have Kochi1 card, can I buy pass?

Ans- No. For availing benefit of pass, one has to have Kochi1 card. Please purchase Kochi1 card from any of the 16 metro stations.

Ques- I don't have sufficient balance on card but I did an online reload transaction. Can I get a pass?

Ans- Yes.

Ques- I have exhausted my monthly limit of Rs 3000 for card, can I still buy pass?

Ans- No. You need to wait for next month when the limits will be reset again.

Ques- I have a Kochi1 card, where can I buy metro pass?

Ans- For buying pass on card you may visit, Maharajas College, Edapally or Aluva metro stations.

Ques- Can I take pass and travel between any stations, any number of times?

Ans- No. You can travel only between the selected origin and destination station for which the pass is purchased & only for the number of trip as per pass.

Ques- I have a pass on my card, what happen if I travel to station which is not among my list of stations?

Ans- If the station where you exit is not among the list of all station for which your pass is valid, then fare for single journey ticket shall be deduct from card balance.

Ques- Will I be able to see pass purchase transaction in my Kochi1 app?

Ans- Yes, you can see pass purchase transaction as "Ticket Sale-Pass" in Kochi1 app and eportal (<https://transit.axisbank.co.in>) both. However, you will not be able to see pass tap IN & tap OUT transactions.

Ques- I bought a pass on Kochi1 card but can't use it in metro?

Ans- Please contact Customer care center at metro station to check if a pass is loaded on your card and you are travelling between correct set of stations.

Ques- Can I renew a pass after I have used it partial or full?

Ans- You can renew a partially used pass but not a fully used pass. Fresh pass need to be purchased from ticket counter after existing pass is fully consumed.

Ques- Can I refund a pass after I have used it partial or full?

Ans- No. You cannot refund a partially or a fully used pass.

For any additional queries, please write to transit.cards@axisbank.com
