

Policy for Prepaid Payment Instrument (PPI) Integration on IRCTC Mobile App for e-ticketing -2016



INTRODUCTION

E-ticketing through IRCTC website, www.irctc.co.in has revolutionized the way the common man deals with the railways and has been biggest success story of e-governance in India. Taking this further, keeping an eye on growing usage of mobile Apps in India due to advent of revolutionised Smartphone, IRCTC has launched Mobile Apps to empower the customers.

To facilitate easy transactions through these Apps, IRCTC is now introducing Prepaid Payment Instrument (PPI) integration on the IRCTC Mobile App by the interested banks/ Financial Institutes. The Main benefits of such payment integrations are as under:

1. The payment instrument on IRCTC Mobile App will enable the customer hassle free transaction.
2. Use of new advanced Payment option.
3. Transaction failures due to payment gateway lags can be minimised.

Norms for Integration of Prepaid Payment Instrument (PPI) on IRCTC Mobile Apps (Android, iOS, Windows, BlackBerry, any other future Apps).

Interested/willing Payment Providers (PPs) (Banks/Financial Institutions) shall be integrated on IRCTC Mobile Apps for e-ticketing subject to fulfilment of the following terms and conditions:

I. Name of the Policy: Policy for integration of “**Prepaid Payment Instrument (PPI)**” for IRCTC Mobile Apps for e-ticketing.

II. Eligibility Criteria:

1. Prepaid Payment Providers (PPs) (Wallet Providers, Cash Card Providers, Pre-paid Card Providers OR any other Prepaid Instrument) – Banks/Financial Institutions.
2. Valid Authorisation Certificate issued by Reserve Bank of India (RBI) for operating an e-wallet OR any document of approval for Operating a Payment Instrument/Prepaid Instrument.
 - a) On expiry of the validity of recognition of Authorisation Certificate of RBI or any such document of approval for operating a Payment Instrument/Prepaid Instrument, the access provided to such Payment Provider shall be made offline by IRCTC unless renewed by concerned authority and conveyed to IRCTC.
 - b) The Payment Provider (PP) shall intimate the date of validity and submit the Valid Authorisation Certificate whenever renewed by RBI.
4. All the existing Prepaid Instrument Providers (wallets) on IRCTC Mobile App for e-ticketing will be governed by PPI Policy.

III. Integration Charges(IC):

- a) Payment Provider shall pay one-time payment of Rs. 20 Lakhs + Service Tax (Non refundable) for integration of only Prepaid Instrument feature for e-ticketing on IRCTC Mobile app.

OR

Payment Provider shall pay one-time Payment of Rs. 50 Lakhs + Service Tax (Non refundable) for integration of Prepaid Instrument with "Add & Pay" feature for e-ticketing on IRCTC Mobile app.

b) Add & Pay feature shall be enabled to the existing Prepaid Instrument Payment Provider on payment of differential amount of Rs.30 Lakhs, if earlier not opted for 'Add & Pay" feature for their Prepaid Instrument.

IV. Intermittent Charges: Payment Provider shall pay Rs. 5 Lakhs + Service tax (Non refundable) whenever changes due to Payment integration required to be carried out in IRCTC Mobile Apps, leading to release of Mobile App update on respective stores (Play Store/Windows store/Apple Store/BlackBerry Store/any other future Apps).

V. Security Deposit (SD):

a) Payment Provider shall pay Rs. 10 Lakhs (Refundable) as Security Deposit (SD). **Payment of Security Deposit shall be made through online or through Demand Draft.** SD shall be refunded after adjusting IRCTC dues, if any, like Payment Maintenance Charges (PMC), refund to customers, penalties, etc. However, Banks already integrated with IRCTC shall be exempted from Security Deposit.

b) There shall be no exemption from payment of Security Deposit (SD) for integration of Prepaid Payment Instrument of new Banks.

c) The SD shall be forfeited if at any point of time the name of IRCTC is tarnished due to any issue on PPI services or violation of terms and conditions of the PPI Policy.

VI. Payment Maintenance Charges (PMC): Payment Gateway (PG) charges or any other similar charges like Internet handling fees or convenience fee or payment facilitating charges levied on the customer by PPI Payment Provider for each successful rail e-ticketing transaction through concerned Prepaid Payment Instrument shall be shared with IRCTC called as Payment Maintenance Charges (PMC) as under:

a) 50% of Payment Gateway charges charged by Payment Providers subject to average monthly minimum PMC of Rs.5/- per transaction + Service Tax.

b) In case Payment Provider is not levying any Payment Gateway (PG) charges on the customer then, Payment Provider shall share average monthly minimum PMC of Rs.5/- + Service Tax for each successful transaction through PPI, with IRCTC .

c) PMC shall be paid by the Payment Provider on monthly basis.

d) Invoice for all the successful transactions through Payment Instrument will be raised by IRCTC on monthly basis and payment shall be made by the Payment Provider within 15 days from the date of issue of the invoice, else, it will be recovered from respective RDS account.

e) If monthly PMC is not paid by PP within the above prescribed time line and if balance in RDS account of the concerned PP is lower than the monthly PMC amount, then, the services shall be made offline till the PMC is received from the PP .

f) The annual PMC paid by the Payment Provider should not be less than Rs. 10 Lakhs (Financial year). The annual PMC shall be accounted on pro rata basis w.e.f the date of launch of the Prepaid Payment Instrument

g) If annual PMC is less than Rs.10 Lakhs (Financial Year), the Payment Provider shall pay deficit annual PMC amount of minimum Rs.10 lakhs + Service Tax within 7 days from date of communication sent by IRCTC, else, it will be recovered from the respective RDS account.

h) If deficit annual PMC amount is not paid by PP within the above prescribed time line and if balance in RDS account of the concerned PP is lower than the deficit annual PMC amount, then, the services shall be made offline till the deficit amount is received from the PP .

- i) This commercial arrangement will remain uniform to all the Prepaid Instrument integrations on IRCTC Mobile Apps.
- VII. PPI is subject to guidelines issued by Reserve Bank of India, amended from time to time and any other law as may be applicable to such instrument.

Other Terms & Conditions:

VIII. Rolling Deposit System (RDS):

- a) Rolling Deposit Account is required to be maintained by Payment Provider to allow booking of e-tickets for payment of e-ticketing charges.
- b) Transaction amount will be deducted from the Payment Provider's RDS account on successful booking of rail tickets. All Payment Providers should maintain a minimum balance of Rs. 1 lakh in their RDS Account.
- c) Booking will not be permitted, if balance in RDS touches the minimum limit of Rs. 1 lakh unless it is topped up again.
- d) RDS account can be topped up with minimum amount of Rs. 2 lakhs and in multiples of Rs. 1 lakh as and when required by Payment Provider.

IX. **One Time Password (OTP):** Payment Provider should implement OTP for all payments through their prepaid instrument on IRCTC Mobile Apps for e-ticketing and any other authentication processes as per the RBI guidelines.

X. Checks/Restrictions/Service availability:

- a) All Checks/Restrictions as existing or as decided by IRCTC in future will be applicable.
- b) No add and pay feature will be allowed if Payment Provider opted for only wallet feature. Ticket can be booked through Prepaid Payment Instrument only if sufficient balance is available in RDS Account.
- c) User registration of the prepaid instrument should not be part of booking process.
- d) These terms & conditions may be modified at any time and from time to time discontinued temporarily or permanently and the same shall be updated on the website.

XI. Reconciliation and Refund/Chargeback:

- a) Payment Provider should follow Reconciliation and Refund process as per the details shared & mutually agreed with IRCTC.
- b) Payment Provider will be responsible for refunds to customers. In case the refund is not made to the customer within 5 days from the date of receipt of the same from IRCTC, IRCTC shall be free to impose a penalty of Rs.5,000/- + amount equal to Non Refund per complaint as and when reported by customer or any other agency. **Payment of penalty shall be made through online or through Demand Draft.**
- c) The penalty shall be paid by the PP within 5 days from the date of communication sent by IRCTC, else, it will be recovered from the respective RDS account.
- d) If the penalty is not paid by the PP and the RDS balance is lower than the penalty amount, then, the services shall be made offline till the penalty amount is received from the PP.
- e) Payment Provider should take complete responsibility of chargeback issues / cases and fraudulent activities.

XII. **Indemnity:** Bank / Financial institution as the case may be hereby undertakes and agrees to indemnify, defend and hold harmless IRCTC including their directors, officers, and agents from and against all actions proceedings claims, penalties, demands and cost (including without limitation legal cost), awards, damages, losses, and / or expenses

arising directly or indirectly as a result of breach or non-performance of declaration or obligations under this policy.

- XIII. Marketing Prospects: Promotions/Advertisements** will be allowed to Payment Provider for proliferation of ticket booking through IRCTC subject to following conditions:
- a) Payment Provider can give maximum cash back of Rs. 100 per ticket to the customer.
 - b) Payment Provider can send coupons to the customers, whosoever is booking ticket through their payment option. The text message can be as “Thanks for using < e-wallet name> on IRCTC”.
 - c) If any Payment Provider is interested in putting “Offers” text beside their payment option in payment page they should pay Rs 20 lakhs per year. On clicking the offer text the link will be redirected to their offer site/app.
 - d) Extensive marketing of the products of Payment Provider on Media, News Papers, Hoardings on various Places/Cities, TV commercials etc. using IRCTC e-ticketing Website/ Mobile App screen shall be allowed subject to prior approval of IRCTC.
 - e) No advertisements are allowed when control transferred to wallet SDK and payment page. If any Payment Provider is interested in putting an advertisement on their SDK & payment page then Payment Provider is required to pay Rs. 20 lakhs per year to IRCTC.
 - f) The above commercials are in addition to the revenue shared by Payment Provider as PMC & Integration charges/Security Deposit.
 - g) IRCTC’s logo should not be used in any form unless mutually agreed with IRCTC.
- XIV. Exit Clause:** The Bank/Financial Institution which has provided PPI has an option to withdraw from the scheme by serving three month notice and that eventuality, the security deposit will be refunded to the Bank/Financial institution. However, integration and intermittent charges shall not be refunded being non-refundable charges and consumed with the integration.
- XV. Arbitration:** The dispute if any shall be resolved through arbitration by way of appointment of sole arbitrator by CMD IRCTC.
- XVI. Governing Law and jurisdiction:** The transactions under the policy shall be governed by Indian Laws and the courts at Delhi shall have the exclusive jurisdiction as regards any claim or matter arising out of the policy.
- XVII. Termination:** Violation of any of the terms & conditions of the policy at any point of time, the services shall be terminated and the Security Deposit shall be forfeited.

Banks/Financial Institutes may send their duly signed proposal along with supporting documents (wherever applicable) to the following address:

**Group General Manager/IT,
IRCTC, Internet Ticketing Centre,
State Entry Road, IRCA Building,
New Delhi - 110005**