

Policy for Prepaid Payment Instrument (PPI) Integration on IRCTC Main site 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 NGET website in India due to advent of revolutionised Internet Connectivity, IRCTC has come up with NGET website to empower the customer.

To facilitate easy transactions through NGET website, IRCTC has now introducing Prepaid Payment Instrument (PPI) integration on the IRCTC NGET website from the interested banks/ Financial Institutions. The Main benefits of such payment integrations are as under:

1. The payment instrument on IRCTC NGET site will enable the customer hassle free transaction.
2. Present new ways of payment options to the customer.
3. Transaction failures due to payment gateway lags can be minimised.

Norms for Integration of Prepaid Payment Instrument (PPI) on IRCTC NGET main site

Interested/willing Payment Providers (PPs) (Banks/Financial Institutions) shall be integrated on IRCTC main site 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’s NGET main site 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.
3. All the existing Prepaid Instrument Providers (wallets, cash card, etc.) on IRCTC NGET main site for e-ticketing will be governed by PPI Policy.

4. All the existing Prepaid Instruments will be served (One) 01-month notice for opting into the proposed Prepaid Payment Instrument model after the approval/finalization of this policy and those who are not interested to continue as per the new (PPI) policy then, such Prepaid Payment Instruments will be made offline for IRCTC transactions.

III. Integration Charges(IC):

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

Or

Payment Provider shall pay one-time Payment of ₹50 Lakhs + Service Tax (Non-refundable) for integration of Prepaid Instrument with “Add & Pay” feature for e-ticketing on IRCTC NGET main site.

- b) **Add & Pay feature** shall be enabled to the existing Prepaid Instrument-Payment Provider on payment of differential amount of ₹30 Lakhs, if earlier not opted for ‘Add & Pay’ feature for their Prepaid Instrument.

IV. Security Deposit (SD):

- a) Payment Provider shall pay ₹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- PMC, refund to customers, penalties, etc. However, Banks already integrated with IRCTC shall be exempted from Security Deposit.
- b) Banks already integrated with IRCTC shall be exempted from payment of Security Deposit (SD) for integration of Prepaid Payment Instrument.
- c) The Security Deposit (SD) shall be forfeited at any point of time if, the name of IRCTC will get tarnished due to any issue on PPI services or violation of terms and conditions of the PPI Policy.

- V. Prepaid Payment Instrument (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.

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

- a) 50% of PG charges charged by Payment Providers subject to average monthly minimum PMC of ₹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 Payment Gateway Maintenance Charges of ₹5/- per e-ticket + Service Tax with IRCTC.
- c) Payment Gateway Maintenance Charges shall be paid by the Payment Provider on monthly basis. At the end of the month, Invoice for all the successful transactions will be raised by IRCTC 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.
- d) If, monthly Payment Gateway Maintenance Charges is not paid by Payment Provider within the above prescribed time line and if Payment Provider's RDS balance is lower than the Invoice/outstanding Amount, then, the services shall be made offline till the Payment Gateway Maintenance Charges is received from the Payment Provider.
- e) The annual Payment Gateway Maintenance Charges paid by the Payment Provider should not be less than ₹10 Lakhs + Service Tax (per financial year).
- f) If, annual Payment Gateway Maintenance Charges is less than ₹10 Lakhs (per financial year), the Payment Provider shall pay deficit annual Payment Gateway Maintenance Charges amount of minimum ₹10 lakhs + Service Tax within 7 days from date of communication sent by IRCTC else it will be recovered from the respective RDS account.
- g) Calculation of annual Payment Gateway Maintenance Charges will be on Pro-rata basis for all the Payment Provider, getting integrated with IRCTC from the date of launch of the Prepaid Payment Instrument.
- h) If, deficit annual Payment Gateway Maintenance Charges amount is not paid by Payment Provider within the above prescribed time line and if balance in RDS account of the concerned Payment Provider is lower than the deficit annual Payment Gateway Maintenance Charges amount, then, the services shall be made offline till the deficit amount is received from the Payment Provider.
- i) This commercial arrangement will remain uniform to all the prepaid instrument integrations on IRCTC NGET main site.

Other Terms & Conditions:

VII. 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 ₹1 lakh in their RDS Account.
- c)** Booking will not be permitted and Payment Provider's payment option will be offline, if balance in RDS touches the minimum limit of ₹1 lakh unless it is topped up again.
- d)** RDS account can be topped up with minimum amount of ₹2 lakhs and in multiples of ₹1 lakh as and when required by Payment Provider.

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

IX. 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 term and condition may be modified at any point of time and from time to time discontinued temporarily or permanently and the same shall be updated on the website.

X. 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 customer. 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 ₹5,000/- (Rupees Five Thousand) + 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 Payment Provider 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 Payment Provider 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 Payment Provider.

- e) IRCTC will not bear any responsibility (financially or otherwise) for any chargeback reason/reason codes except for those cases where applicable refund as per Railway Refund Rules is not process due to some reason. Payment Provider should take complete responsibility of all chargeback issues / cases and fraudulent activities/cases.

XI. 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 ₹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 ₹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 in writing.
- 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 ₹20 lakhs per year to IRCTC.
- f) The above commercials are in addition to the revenue shared by Payment Provider as Payment Gateway Maintenance Charges & Integration charges/Security Deposit.
- g) IRCTC’s logo should not be used in any form unless mutually agreed with IRCTC.

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. Termination: Violation of any of the terms & conditions of the policy or if at any point of time, the name of IRCTC gets tarnished due to any issue on PPI services, then, the services shall be made offline and the Security Deposit shall be forfeited.

- 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 charges shall not be refunded being non-refundable charges and consumed with the integration.
- XV.** 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 India Laws and the courts at Delhi shall have the exclusive jurisdiction as regards any claim or matter arising out of the policy.

Banks/Financial Institutions 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**