For Government Departments

|  |  |  |  |
| --- | --- | --- | --- |
| Fields marked with (\*) are mandatory fields | | | |
| **Department Details** | | | |
| Name of the Department\* |  | | |
| Website Name/URL \* | |  |  | | --- | --- | |  |  | |  |  | |  |  |   https:// | | |
| Constitution\*  Central Government /State Government/ Local Bodies/Public Sector/Corporation/ Joint Venture with State or Central Government /Others  Please Specify if others………. |  | | |
| TAN Number \* |  | | |
| GST No. |  | | |
| Office Address\* |  | | |
| State \* |  | | |
| City\* |  | | |
| Pin Code \* |  | | |
| Nature of Transactions \* |  | | |
| **Contact Details** | | | |
| Contact Details :Name & Designation \* | | |  |
| Email Id \* | | |  |
| Alternate Email Id \* | | |  |
| Primary Mobile Number \* | | |  |
| Alternate Mobile Number | | |  |
| Landline \* | | |  |
| Fax Number | | |  |
| **Bank Account details** | | | |
| Name of Bank \* | | |  |
| Name of Branch \* | | |  |
| Account Number \* | | |  |
| Account in the name of\* | | |  |
| IFSC Code/Branch Code \* | | |  |
| Nature of Account\*  Govt Account/Savings/Current/Overdraft | | |  |
| Expected number of transactions per month \* | | |  |
| **Transaction details** | | | |
| Minimum Transaction Amount (INR) \* | | |  |
| Maximum Transaction Amount (INR) \* | | |  |
| Average Transaction Amount (INR) \* | | |  |
| **Payment Options Required** \*  Debit Cards (Domestic/International),  Credit Cards (Domestic/International),  Net Banking, UPI,  Offline channels: NEFT, Cash@Branch, CSC (Common Services Centre) Wallet | | |  |
| **Website Technology** \*  JAVA, .net, PHP, COM/DCOM,HTML5, Python, Others | | |  |
| Is Return/ Refund Policy available on the website? \* (Yes/No). Please specify link | | |  |
| Single Account/ Multi Account | | |  |
| DVP/ Non DVP | | |  |
| Whether Chargeback to be recovered from settlement account? | | |  |

The information given above is correct to best of my knowledge and the information given can be used for onboarding purpose. I take complete responsibility of the same.

**Chargeback& Reconciliation**

In case of payments made through Credit Card & Debit Cards, Card companies such as VISA/MASTER/ RuPay etc. allow the customer to raise dispute for the transaction upto 180 days which is known as "CHARGEBACK".

To defend the chargeback effectively we require Order form , legible copy of transaction receipt or transaction document ,Card holder participation / signed proof , Evidence that cardholder participated in the transaction & Proof of Service rendered and customer acknowledgment of service received to his satisfaction / any documentary evidence to remedy the dispute, Letter on nature of transaction, how service rendered , Customer acceptance / confirmation as service received as described Proof **OR**  Signed Proof of Delivery (P.O.D.) **OR**  Any correspondence and emails as service rendered and customer acknowledgment as service received.

Contact list of the Department, especially dealing staff who is going to handle the Reconciliation and chargeback issues.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Name** | **Contact No Mobile** | **Contact No Landline** | **e-mail id** |
| Level 3 |  |  |  |  |
| Level 2 |  |  |  |  |
| Level 1 |  |  |  |  |

**Expected Transaction Volume Velocity**

|  |  |
| --- | --- |
| **Minimum Transaction Amount** |  |
| **Max Transaction Amount** |  |
| **Total Daily Amount** |  |
| **Total Weekly Amount** |  |
| **Total Monthy Amount** |  |
| **Total Quarterly Amount** |  |
| **Total Half-yearly Amount** |  |
| **Total Annual Amount :** |  |