

# CUSTOMER SERVICE POINT ENROLLMENT FORM

सभी जानकारी अनिवार्य है. कृपया फॉर्म को हिंदी या अंग्रेजी में काली स्याही से बड़े आचरण में भरें.

All information are mandatory. Please fill the form in Hindi or English with black ink and use BLOCK LETTERS.

बैंकिंग पॉइंट  
Banking Point

मोबिलिटी पॉइंट  
Mobility Point

नया  
New

मौजूदा (एयरटेल मनी प्लेटफॉर्म में मौजूदा)  
Existing (Existing In Airtel Money Platform)

## 1. बिजनेस कोरेस्पोंडेंट का विवरण / BUSINESS CORRESPONDENT DETAILS

\* बिजनेस कोरेस्पोंडेंट का मोबाइल नंबर:  
Business Correspondent Mobile No.:

\* बिजनेस कोरेस्पोंडेंट का नाम:  
Business Correspondent Name:

## 2. सीएसपी का विवरण / CSP DETAILS

\* सीएसपी की दुकान का नाम:  
Customer Service Point Shop Name:

\* इकाई का प्रकार:  
Entity Type:

स्वामित्व Proprietorship  साझेदारी Partnership  कंपनी Company  अन्य Others

\* सीएसपी का मोबाइल नंबर:  
Customer Service Point Mobile No.:

ग्राहक द्वारा लेनदेन हेतु / To Be Used For Customer Transaction

\* सीएसपी का पैन नंबर:  
CSP's PAN No.:

(Please fill Form 60 if you do not have pan)

\* अक्षांश:  
Latitude:

देशान्तर:  
Longitude:

कृपया पासपोर्ट साइज का फोटो चिपकाएं  
Please paste passport size photograph

फोटो के आसपास हस्ताक्षर करें  
Sign across the photograph

## 3. सीएसपी (प्रोप्राइटर/पार्टनर/अधिकृत हस्ताक्षरकर्ता) विवरण / CSP (Proprietor/Partner/Authorised Signatory) Details

\* पूरा नाम:  
Full Name:

प्रथम नाम/First Name

मध्य नाम/Middle Name

अंतिम नाम/Last Name

\* पिता का नाम:  
Father's Name:

प्रथम नाम/First Name

मध्य नाम/Middle Name

अंतिम नाम/Last Name

\* माता का मेडेन नाम:  
Mother's Maiden Name:

\* जन्म तिथि (दिन-माह-वर्ष):  
Date of Birth: (DD-MM-YYYY):

\* जेंडर  
Gender

पुरुष  
Male

महिला  
Female

ट्रांसजेंडर  
Transgender

\* राष्ट्रीयता:  
Nationality:

\* पहचान का प्रमाण:  
ID Proof:

Passport  Driving License  Election Commission Voter ID Card  Income Tax Pan Card  Aadhaar Identity Card  Job card issued by NREGA duly signed by an officer of the state government

\* निवास का प्रमाण:  
Address Proof:

Passport  Driving License  Election Commission Voter ID Card  Aadhaar Identity Card  Job card issued by NREGA duly signed by an officer of the state government

## 4. डाक पता / MAILING ADDRESS

### दुकान का पता / Shop Address

\* दुकान/फ्लैट/डोर/ब्लॉक नं.  
Shop/Flat/Door/Block No.:

\* परिसर/इमारत/गांव का नाम  
Name of Premises building/Village

\* सड़क/गली/पथ/डाकघर /Road/Street/Lane/Post Office

\* ररिया/स्थान/तालुका/सब-डिवीज़न /Area/Location/Taluka/Sub-Division

\* उप प्रदेश / Sub Area

\* शहर/नगर/जिला / Town/City/District

\* राज्य/केंद्र शासित प्रदेश / State/Union Territory

\* पिन:  
Pin:

फोन नं.:  
Phone No.:

\* दूसरा मोबाइल नं.:  
Alternate Mobile No.:

ईमेल आईडी:  
Email ID:

### पत्र व्यवहार का पता (जमा कराए गए केवाईसी के अनुसार) Correspondence Address (As per KYC submitted)

\* दुकान/फ्लैट/डोर/ब्लॉक नं.  
Shop/Flat/Door/Block No.:

\* परिसर/इमारत/गांव का नाम  
Name of Premises building/Village

\* सड़क/गली/पथ/डाकघर /Road/Street/Lane/Post Office

\* ररिया/स्थान/तालुका/सब-डिवीज़न /Area/Location/Taluka/Sub-Division

\* उप प्रदेश / Sub Area

\* शहर/नगर/जिला / Town/City/District

\* राज्य/केंद्र शासित प्रदेश / State/Union Territory

\* पिन:  
Pin:

फोन नं.:  
Phone No.:

\* दूसरा मोबाइल नं.:  
Alternate Mobile No.:

ईमेल आईडी:  
Email ID:

\* भरना अनिवार्य / Mandatory to be filled

## 5. सीएसपी फर्म/प्रतिष्ठान का वैधानिक दर्जा / LEGAL STATUS OF CSP FIRM/ESTABLISHMENT

1. **Company (All documents are required)**
- a. Certificate of Incorporation
- b. Memorandum of Association / Articles of Association
- c. A resolution from the Board of Directors and power of attorney granted to its managers, officers or employees to transact on its behalf
2. **Partnership Firm (All documents are required)**
- a. Registration certificate
- b. Partnership deed
3. **Trust (All documents are required)**
- a. Registration certificate
- b. Trust deed
4. **Unincorporated association or a body of individuals**
- a. Resolution of the managing body of such association or body or individuals
- b. Power of attorney granted to transact on its behalf
5. **Proprietorship**
- i. Proof of identity (Any of the below)
- a. Passport,
- b. Driving license,
- c. Election commission voter id card,
- d. Income Tax Pan card,
- e. Aadhaar identity card,
- f. Job card issued by NREGA duly signed by an officer of the state government
- ii. Proof of address (Any one of the below)
- a. Certificate/License issued by the Municipal authorities under the shops & establishment act
- b. Sales and income tax return
- c. CST/VAT certificate
- d. Certificate/ registration document issued by sales tax/ services tax/ professional tax authorities
- e. License issued by the registering authority like Certificate of Practice issued by institute of Chartered Accountants of India, Institute of Cost Accountants of India, Institute of Company Secretaries of India, Indian Medical Council, food and Drug Control Authorities, importer / exporter, registration / licensing document issued in the name of the proprietary concern by the Central Government or state Government /Authority / Department.
- f. The complete Income Tax Return (Not Just the acknowledgement) in the name of the sole proprietor where the firm's income is reflected duly authenticated /acknowledged by the Income Tax Authorities.
- g. Utility bills such as electricity, water and landline telephone bill in the name of proprietary (Not more than 2 months old).
- h. Certificate under Shop & Establishment Act.

## 6. सीएसपी की घोषणा / CSP DECLARATION\*

मैंने एग्रीमेंट में दिए गए नियमों और शर्तों को पढ़ एवं समझ लिया है, और मुझे ये बिना शर्त बंधन के रूप में स्वीकार्य है। मैं इसके द्वारा घोषित करता हूँ कि यहाँ दिए गए विवरण सभी संबंध में सच, सही और पूर्ण है, और इस 'सीएसपी नामांकन आवेदन पत्र' के साथ प्रस्तुत दस्तावेज वास्तविक है।

I have read and understood the terms & conditions provided in agreement and unconditionally accept them as binding on me. I hereby declare that the particulars given herein are true, correct and complete in all respects and the documents submitted along with this 'CSP Enrollment Application form' are genuine.

मैंने कागजातों की प्रतियाँ इस 'सीएसपी नामांकन आवेदन पत्र' के साथ संलग्न की हैं।

I have attached copies of all the requisite documents with this CSP Enrollment Application Form.

स्थान:

दिनांक:

सीएसपी का हस्ताक्षर मुहर के साथ  
/Signature of CSP with Stamp

बिजनेस कोरिस्पोंडेंट का हस्ताक्षर मुहर के साथ  
/Business Correspondent Signature with Stamp

## FORM NO. 60 [See second proviso to rule 114B]

Form for declaration to be filed by an individual or a person (not being a company or firm) who does not have a permanent account number and who enters into any transaction specified in rule 114B

Name \_\_\_\_\_ D.O.B \_\_\_\_\_

Father's Name \_\_\_\_\_

Address \_\_\_\_\_

Pin Code \_\_\_\_\_ Telephone Number with STD Code \_\_\_\_\_ Mobile Number \_\_\_\_\_

Amount of Transaction (First Cash in amt) \_\_\_\_\_ Date of Transaction \_\_\_\_\_

In case of transaction in joint names member number of person involved in the transaction \_\_\_\_\_

Mode of Transaction: Cash  Cheque  Card  Draft/ Bankers' Cheque  Online transfer  other

Aadhar Number issue by UIDAI (If available) \_\_\_\_\_

If applied for Pan and it is not yet generated enter date of application & Acknowledgement No \_\_\_\_\_

If pan not applied fill the estimate total income (Including spouse, Minor, Child etc. as per the section 64 of income tax act 1961 for the financial year which the above transaction held

(a) Agriculture income (Rs.) \_\_\_\_\_ (b) Other than Agriculture income (Rs.) \_\_\_\_\_

Detail of the document being produced support of identity Proof \_\_\_\_\_

(Doc code) (Doc identification number) (Doc issued authority Name & Address)

Detail of the document being produced support of address Proof \_\_\_\_\_

(Doc code) (Doc identification number) (Doc issued authority Name & Address)

Verification: I, \_\_\_\_\_ do hereby declare that what is stated above is true to the best of my knowledge and belief. I further declare that I do not have a Permanent Account Number and my/ our estimated total income (including income of spouse, minor child etc. as per section 64 of Income-tax Act, 1961) computed in accordance with the provisions of Income-tax Act, 1961 for the financial year in which the above transaction is held will be less than maximum amount not chargeable to tax.

Verified today, the \_\_\_DD\_\_\_ day of \_\_\_MM\_\_\_, 20\_\_\_YY\_\_\_ Place: \_\_\_\_\_

(Signature of declarant)

# TERMS AND CONDITIONS FOR CUSTOMER SERVICE POINT/BUSINESS CORRESPONDENT'S AGENT ("CSP") ENROLLMENT FORM

## 1. Scope of Services

- CSP shall perform the following specific operations duties and functions exclusively for APBL ("Services"):
- Identifying potential Customers to avail the said Services
  - Creating awareness about savings and other products as may be prescribed by APBL from time to time;
  - Processing and submission of applications to banks;
  - Sale of other third party products;
  - Receipt and delivery of remittances / other payment instruments.
  - To perform all activities relating to the marketing, promotion and distribution of Services.
  - To facilitate various banking transaction(s) of the Bank including:
    - Identification of account holders and fitment of activities; ;
    - Facilitation of cash deposit and cash withdrawal from the accounts by the Customers or on behalf of the Customers as per the approved procedure.
    - Facilitation of cash management services through collection of funds and deposits to entities/businesses as per the approved procedures and arrangements provided by the Bank.
  - Any other service that may be mutually agreed to in writing, from time to time as per applicable regulatory guidelines

## 2. GENERAL OBLIGATIONS of CSP

- While performing the Services, the CSP will ensure the following:
- CSP will comply with all applicable laws including RBI regulations/notifications as amended from time to time in the performance of the Services (ii) all rules and procedures concerning the conduct of the CSPs business relating to the Services reasonably prescribed from time to time.
  - CSP will ensure that prior to enrolling any person to the Services of Airtel Payments Bank Limited the CSP shall collect and furnish the prescribed Know Your Customer (KYC) documents and information from the Customers.
  - CSP will verify the genuineness of the KYC documents in all respect by cross-checking the photocopy with the original copy of the document and deliver the Customer enrollment form along with self-attested KYC documents copy to Principal/ Airtel Payments Bank Limited or its authorized representatives at regular interval.
  - To ensure that the Customer Enrolment Form is complete and correct, it will be the CSP's responsibility to confirm that:
    - the Customer's recent photograph is affixed on the Enrollment Form,
    - the Customer's photograph on the Enrollment Form is to be tallied with the photograph on the POI,
    - CSP has to verify the self-attested copy of the POI and POA submitted by the Customer at the point of sale with the originals before activation of the Services of the Customer. CSP has to sign and certify that originals of the documents collected from the Customer have been seen and verified.
    - The details on the Customer Enrollment Form tally with the details on the POI and POA documents submitted by the Customer.
    - The applicable provisions of 'Know Your Customer (KYC) norms / Anti-Money Laundering (AML) standards/Combating of Financing of Terrorism (CFT)/Obligation of banks under PMLA, 2002' stand complied with at all times.
    - This activity is to be undertaken / certified by CSP with signature, stamp and date on the Enrollment Form. CSP also has to be informed by the Principal about the consequent liabilities for any kind of non-compliance of this important activity.
  - CSP shall not charge any amount exceeding the prices communicated by the Principal from time to time.
  - CSP shall ensure maintenance of records and documents as may be required as per law or regulations issued by RBI from time to time.
  - The CSP shall ensure that all its employees and members of staff are trained and certified as per the skill requirements laid down by the Principal necessary training in this regard shall be given by the Principal/Airtel Payments Bank Limited.
  - The CSP will comply with the Policies and Procedures prescribed by the Principal at all times.
  - The CSP shall maintain the adequate cash balance at his outlet to ensure that at any point, Services are not denied due to non-availability of funds.
  - The CSP shall inform and educate the Customers with respect to the products offered by Airtel Payments Bank Limited as communicated by the Principal and shall not follow any unfair trade practice in marketing the Services.
  - The CSP agrees to use its best efforts to set and meet minimum performance targets advised by Principal, from time to time. The CSP shall furnish its action plan to meet any shortfall to Principal in writing. The Parties may re-set the targets of performance as per the market conditions.
  - The rights, remedies and obligations of the Terms and Conditions can be assigned by the Principal or Airtel Payments Bank Limited on behalf of the Principal to any third party without the prior written consent of the CSP. The notice of such assignment will be provided by the Principal or Airtel Payments Bank Limited or assignee to the CSP within 30 days of such assignment.
  - The rights, remedies and obligation of the Terms and Conditions can be assigned by the CSP to its successor or assignee after taking prior written approval from the Principal and following prescribed process.
  - The CSP shall have the required infrastructure for the purpose of carrying out its obligations under the Terms and Conditions. All the contractual and statutory payments including wages, salary, provident fund contribution, etc. shall be the sole responsibility of the CSP.
  - The CSP shall not, at any time, either directly or indirectly, be engaged in the business of providing any service to any person / entity providing competitive Services or provide any third party with any information / data pertaining to the Services, without obtaining their prior written approval of the Principal.
  - The CSP shall always cooperate with and assist the Principal or Airtel Payments Bank Limited and provide all documents and other relevant data and information to assist in any investigation of any allegation / Instance of fraud.
  - The CSP shall inform the customer of the customer grievance and query resolution process as intimated by the Principal as may be laid down by Airtel Payments Bank Limited.
  - The CSP shall maintain stock of printed material, advertisement material, etc. which is used for the purpose of promotion and marketing of the Services.
  - The CSP shall, at all reasonable times, permit Principal and / or its representatives from Airtel Payments Bank to inspect and take copies of all things material to the business that is the subject matter of this Terms and Conditions and for this purpose to enter any premises used in connection with the business.
  - In the event of any dispute arising between the CSP and a Customer or prospective end-user, the CSP shall forthwith inform the Principal and provide the Principal with details of the circumstance of the dispute and shall not institute proceedings in respect of it without the prior written consent of the Principal. If any legal proceeding is instituted by any Customer, the CSP shall immediately intimate the same to the Principal and provide all documents and information to enable the Principal to take appropriate action.
  - In the event where CSP observes, discovers and/or has reasons to believe, that Customer is making false demands, claims as part of the Services, the CSP shall immediately notify the Principal.
  - CSP agrees to undertake to market and promote the Services as may be instructed by the Principal from time to time. CSP shall store service offerings / products in a proper manner and also get the same insured against all risks, at its own cost and shall hand them over to Principal in a condition that will ensure that all service offerings / products reach the Customer in perfect appearance and usable condition.
  - CSP shall ensure that when Principal provides service offerings / products to the Customer, it will supply copies of the information leaflets, brochures, user guides which is necessary for the Customer to effectively utilize the Service. These leaflets, brochures and user guides shall be provided by Principal to the CSP, from time to time.
  - The CSP shall not make any representation to Customers or otherwise give any warranty other than those contained in the standard terms and conditions laid down by the Principal from time to time.
  - The CSP shall manage and handle cash to ensure adequate cash positions are maintained by itself to ensure service delivery to Customers of Airtel Payments Bank Limited and will be responsible for financial settlement between itself and the Principal.

## 3. Principal Agent Relationship

These Terms and Condition is being entered on a Principal-to-Agent basis and CSP shall act as an agent of the Principal. CSP shall provide the Services in accordance with the provisions of these Terms & Conditions and applicable legal/regulatory/statutory guidelines and further in compliance with any operating guidelines that may be mutually agreed to in writing by the Parties.

## 4. INDEMNITY

- The CSP shall compensate the Principal and Airtel Payments Bank Limited, its directors, employees and affiliates, in case of any default, negligence and willful default on part of the CSP or the CSP Channel due to which any damage is caused to the Principal or bank(s) and/or its customers.
- Principal reserves the right to offset any payment due to it from the Facilitation Fee, payable to the CSP and shall also be entitled to appropriate, without prejudice, any such payment to any other liability, which at its own discretion it deems, the CSP owes to the Principal / Airtel Payments Bank Limited.
- Each Indemnity as stated above is a continuing obligation, separate and independent from the other obligations of the CSP and shall survive termination.

## 5. FACILITATION FEE

- In consideration of the Services to be provided by the CSP and performance of the Terms and Conditions set forth herein, Principal or Airtel Payments Bank Limited shall pay commission to CSP as per the Airtel Payments Bank Limited's policy.
- The Payment shall be inclusive of all expenses, taxes or other levies, cost, expenses and charges which may be incurred or paid by the CSP during and with regard to the provision of the Services as contemplated hereunder. All payments by Principal/Airtel Payments Bank Limited (as the case may be) to the CSP shall be subject to deduction of tax at source as per provisions of Income Tax Act, 1961. In the absence of Permanent Account Number (PAN), Principal/ Airtel Payments Bank Limited will deduct tax at higher rate as applicable under the Income Tax Act, 1961. Principal/ Airtel Payment Bank will issue the TDS Certificate to CSP.

## 6. TERMINATION

- Principal can terminate or suspend this arrangement by giving 10 days' notice to the CSP.
- The CSP can terminate or suspend this arrangement by giving 10 days' notice to the Principal.
- Principal can terminate or suspend this arrangement in case of inactivity in CSP's account for a continuous period of 90 days.
- This arrangement will be terminated immediately in case of any misrepresentation, fraud or misconduct on the part of the CSP.
- Principal shall have the right to immediately terminate these Terms and Conditions on receiving instructions from Airtel Payments Bank.
- On termination of this Terms and Conditions, the CSP will immediately cease to use the leaflets, brochure, user-guides provided by Principal and shall return all unused information leaflets, brochures, user guides to Principal within five working days.
- Cease to represent
  - Dues post termination
  - Closure of accounts

## 7. Penalties

The CSP shall not directly charge the Customers any fee for Services rendered by it on behalf of the Principal or Airtel Payments Bank other than the charge levied by Airtel Payments Bank for such Services. Additionally under no circumstances, fake/false receipts should be issued by the CSP for the willful fraud transaction done by the CSP which is not transacted through Airtel Payments Bank software/ portal. However, if any CSP is found and/or discovered doing any such malicious/ wrong/ willful/ fraudulent acts and/or offline transactions, it shall be liable with such action by the Principal and/or Airtel Payments Bank which may include but not be limited to, issuance of a show cause notice, suspension or termination of these Terms and Conditions and levying penalty as it may deem fit and the CSP will be charged for such civil/penal and criminal acts by and under but not limited to the Indian Penal Code 1860 and Criminal Procedure Code 1973.

## 8. Intellectual Property Rights

Except as provided for in this Agreement, CSP shall not acquire a right to use and shall not use without the Principal or Airtel Payments Bank's prior written permission in each instance, the names, characters, artwork, designs, trade names, trademarks, or service marks of Airtel Payments Bank for any purpose and shall maintain all copyright, trademark, service mark or other proprietary notice on Airtel Payments Bank's Services and otherwise comply with Airtel Payments Bank's reasonable quality control requirements. The said Services shall be provided under the branding and trademark owned by Airtel Payments Bank and, all goodwill associated with the brand name shall vest exclusively with Airtel Payments Bank and CSP shall have no right, lien or interest in the same.

## 9. CONFIDENTIALITY

- In addition to all data that is marked as confidential, all data and information pertaining to the Customers or prospective customers, proprietary data and databases, all trade secrets, know how licenses, know how formula and processes shall be deemed to be confidential for the purposes of this Terms and Conditions. CSP will keep confidential all data provided by Principal or Airtel Payments Bank Limited and resultant data generated by it relating to the provision of the Services under this Terms and Conditions and will not use it for any purpose other than to perform its obligations under this Terms and Conditions.
- The CSP shall keep confidential all data and information of the bank(s) and /or the bank(s)'s customers, which comes to its knowledge while providing the Services and shall not disclose such confidential information to any third party without the written consent of the Principal and shall be liable in case of breach thereof.

## 10. COMMUNICATION

All notices, requests, demands and other communications shall be in writing and the same shall be deemed to be served, if given personally delivered or sent by registered mail or sent by e-mail to the address given in this CSP Enrollment Application Form Without prejudice to the foregoing, any notice shall conclusively be deemed to have been received two Business Days from the time of posting if sent by registered post, if communicated by fax, on receipt of confirmation of successful transmission, if sent by email, upon receipt of confirmation of successful transmission.

## 11. JURISDICTION

The Terms and Condition shall be construed in accordance with the laws in India, and shall be subject to the exclusive jurisdiction of the courts of New Delhi in respect of any dispute or differences arising out of or in connection with the subject matter of this Terms and Conditions.

## 12. AMENDMENT

Principal shall always have right to add, delete, amend or alter all or any of the Terms and Conditions and such amended terms and conditions shall be binding on the CSP as per intimation to the CSP by the Principal.

## 13. MISCELLANEOUS

- Person employed by or acting under the authority of the CSP shall not be deemed to be employees or agents of Airtel Payments Bank Limited and the CSP assumes full responsibility for their supervision and control.
- CSP shall notify Principal in writing within forty-eight hours of commencement of any action, suit or proceedings or the issuance of any order, writ, injunction, award or decree of any court, agency or other governmental instrumentality, involving the subject matter of this Terms and Conditions.

I have read and fully understood and hereby confirm to undertake, accept and abide by the contents of these Terms and Conditions.