

## Introduction: Domestic Money Transfer

### Eligibility Guidelines & Security Considerations

#### 1. Domestic Money Transfer (DMT)

Domestic Money Transfer through DigiPay is a flagship program to meet the remittance need of migrants, unbanked and under-banked population in India. This service brings technology to the end user through the **Village Level Entrepreneurs (VLEs)** and simultaneously ensures a prudent experience for the end user.

CSC facilitates money transfer to every bank across India through a safe and secure channel. The money transfer service is made available at various CSC Centres across the country primarily in Tier 2 and Tier 3 cities. Our money transfer services dispense the facility of money transfer to customers beyond normal banking hours across all days.

##### 1.1 Features

- Transfer money to anyone anywhere across India in less time.
- Dispense money transfer service 24/7 \*365 days.
- Safe and secure money transfer through instant confirmation on customer's registered mobile.
- The money transfer service is made available for all major, rural and small banks of India.
- There are no hidden fee charges for the money transfer service.

##### 1.2 Benefits

- No waiting in long queues, quick money transfer service.
- Flexible and extended timings for money remittance.
- Paperless transaction for returning customers

##### 1.3 DMT Sign-in Process:

- All the VLEs who are operating DigiPay application will be allowed to become a DMT agent.
- Login to your DigiPay account with CSC ID and proceed with authentication.
- Post login, you will be able to avail the DMT service.

## 2. Process for Domestic Money Transfer

### 2.1 Login and Top Up

After log-in as domestic money transfer agent in the DigiPay application, the VLEs are required to top up their DigiPay Wallet with sufficient balance that may accumulate Money Transfer services with great convenience or they can top up wallet through Digital Seva Portal.

### 2.2 Customer/Remitter registration or login

- Click on 'Add new remitter' to start the Remitter registration. Remitter is the person who wants to send money.
- The walk-in Remitter is registered by submitting the request for a transfer and provides required details to the respective VLE.
- The input details is filled by the VLE while doing the remitter registration:
  - Mobile Number
  - Name
  - Gender
  - City
  - Address
  - Pin code
  - State
- To complete the registration, remitter will be verified through the OTP.
- The OTP will be send on the number provided by the remitter in the registration form. Verify the OTP by clicking on 'Submit' button.
- If you have not received the OTP, you can request to resend the same in 60 seconds.
- Successful submission will on-board the remitter on the DMT system. Now select the remitter from the list or you can add by clicking on the '+' button.

### 2.3 Beneficiary registration or login:

For every successful remitter registration, a beneficiary will be added via OTP authentication. Beneficiary is the person to whom the money is being sent by the remitter. This registration will be done centrally so that the list of beneficiaries is available throughout the CSC network.

Following are the form fields for Beneficiary registration:

- Mobile Number
- Name
- State
- IFSC code
- Branch name
- Bank Name
- Account number
- Confirm Account Number

#### **2.4 Fund Transfer Initiation by VLE:**

- After successful registration of both the remitter and the beneficiary, a fund transfer request will be initiated.
- In this process the VLE will login using remitter mobile number.
- After OTP based authentication, the VLE will select a registered beneficiary to initiate a funds transfer request.
- On the transaction screen, the VLE will select the beneficiary, enter the funds transfer details and submit the details.
- All account activity will be authenticated via OTP by the remitter.

### 3. Guidelines for DMT Eligibility and Limit

- System identifies a customer on the basis of the mobile number provided by the customer.
- OTP Validation – VLE will validate the remitter by sending an OTP to the remitter’s mobile number. The OTP received by the remitter will have to be entered in the Digipay application to authenticate the customer.
- Maximum Limit per Transaction – A customer/remitter is allowed to transfer maximum Rs. 5,000 at one time and this limit is linked to the Mobile no provided by the customer. The application will not allow a transaction of amount greater than Rs. 5000 as per DMT guidelines.
- Maximum Limit per Month - A customer/remitter is allowed to transfer maximum Rs. 25,000 in one month and this limit is linked to the Mobile no provided by the customer. The application will not allow cumulative transactions amount greater than Rs. 25000 initiated by a single customer through multiple such transactions in a single month.
- The transaction will be rejected if any one or all of the above validations fail.
- The rejection reasons will be available with the BC either real time or through downloadable reports depending on the connectivity established.
- Payment receipt will be provided after every successful transaction

### 4. Security Considerations

- Mobile number provided to the VLE must be correct.
- Before initiating the fund transfer, check and validate the account details of the beneficiary.
- The OTP authentication should be carried on the registered mobile number of the remitter only.
- All consent should be explained to the remitter in his/her local language.
- It is mandatory for the VLEs to read the consent and disclaimers.