

DIGITAL BANKING TRANSFORMATION DIVISION, HEAD OFFICE, PLOT NO – 4, SECTOR- 10, Dwarka, New Delhi- 110075

डिजिटल बैंकिंग परिवर्तन प्रभाग, प्रधान कार्यालय, प्लॉट नंबर - 4, सेक्टर - 10, द्वारका, नई दिल्ली - 110075

Branch Name:	D.NO:
--------------	-------

CBDC MERCHANT ONBOARDING APPLICATION FORM (Central Bank Digital Currency QR CODE for receiving e₹-R)

1. Name of the Merchant Establishment:

[illegible]

2. Constitution of the Firm: (Please ✓ at appropriate column)

Individual	Sole Proprietor	Partnership Firm	Limited Company (Pvt./Public)
Public Undertaking	Co-Op Society	Govt. Establishment	Others_____

3. Merchant Establishment Address (Installation):

City																			
State											PIN								

4. Name of Proprietor/Partners/Authorized Signatory(ies)/Director(s) of the Firm (If applicable):

Name	Designation	S/o / W/o	Residential Address	PAN Card No.	DIN(In case of Limited Company)^

^aDIN – Director Identification Number

5. Details of the Account Holder:

[illegible]

*CBDC Digital Wallet will be created for receiving digital rupee which will be redeemed to above mentioned account only.

Mobile No: (Registered with the Bank for receiving SMS alerts):

[illegible]

Email ID: (I authorize Bank to update below Email Id in my above mentioned Account Number)

[illegible]

6. Particulars of Registration with Statutory Tax Authorities (If applicable):

DIGITAL BANKING TRANSFORMATION DIVISION, HEAD OFFICE, PLOT NO – 4, SECTOR- 10, Dwarka, New
Delhi- 110075

डिजिटल बैंकिंग परिवर्तन प्रभाग, प्रधान कार्यालय, प्लॉट नंबर - 4, सेक्टर - 10, द्वारका, नई दिल्ली - 110075

Income Tax PAN No. (Co./Firms/Individual/Proprietor/ Authorised Signatory)	
GST No.	

7. Nature of Business (Goods & Services Offered):

--	--

8. Previous Year/Estimated Turnover:

--

9. No. of Agents/Operators (up to 15 Agents):

(Single CBDC QR CODE will be generated for the Merchant using his/her above registered mobile number. However, if merchant wants to have QR Code specifically for its operators then enter number of Agents/Operators.)

10. Details of Operators/Agents (if any): (Separate CBDC QR CODE will be generated for each Agent)

S.No.	Agent Name	Mobile Number	S.No.	Agent Name	Mobile Number
1.			9.		
2.			10.		
3.			11.		
4.			12.		
5.			13.		
6.			14.		
7.			15.		
8.					

11. Name and Residential Address of Principal Contact Person:

[illegible]

DECLARATION

- DECLARATION**
- I/We confirm that the information given by me/us is true and complete and forms the basis for enrolment as a member of the Punjab National Bank's Merchant Establishment.
- I/We confirm that I/We are authorised by the Board Resolution or otherwise by the Company/PSU/Govt. Establishment etc. to make this application.



ਪੰਜਾਬ ਨੈਸ਼ਨਲ ਬੈਂਕ
...भरोसे का प्रतीक !



punjab national bank
...the name you can BANK upon !

DIGITAL BANKING TRANSFORMATION DIVISION, HEAD OFFICE, PLOT NO – 4, SECTOR- 10, Dwarka, New Delhi– 110075

डिजिटल बैंकिंग परिवर्तन प्रभाग, प्रधान कार्यालय, प्लॉट नंबर - 4, सेक्टर - 10, द्वारका, नई दिल्ली - 110075

- I/We also authorize the Bank to create the digital wallet and generate a CBDC QR for receiving digital rupees.
- I/We understand that I/we can redeem the e₹-R (CBDC) only to my account mentioned above in this form, using the Wallet/QR Code created.
- I/We understand that the e₹-R (CBDC) is issued by Reserve Bank of India and banks are only intermediaries for distribution of e₹-R (CBDC) using digital wallets.
- I/We understand that the e₹-R would be in the form of a digital token that represents legal tender. It would be issued in the same denominations that paper currency and coins are currently issued.
- I/We understand that CBDC QR code will be used to receive only e₹-R from customers.
- I/We undertake to enter into transactions only in relations to goods sold or services provided by me to the Customer and not enter into a third-party transaction or dispense cash by processing a Transaction.
- I/We agree to pay Merchant Discount Rate (MDR) or any others charges applicable from time to time to PNB.
- I/We shall abide by the terms and conditions of PNB stipulated from time to time.
- I/We confirm that transactions carried out under CBDC QR CODE are legitimate merchant transactions and PNB assumes no responsibility for any consequences arising out of such transactions.
- I/We further declare that I/We have read and agreed to be bound by the terms and conditions mentioned in the Annexure-I.

(Signature of the Individual/Proprietor/Partner/Director/Authorised Person (s) with Stamp)

Full Name: _____

Full Name: _____

Designation: _____

Designation: _____

Place: _____

Place: _____

Date: _____

Date: _____

(If there are more than one authorized signatories, all the signatories must sign this application form giving details of full name and Designation)

FOR PNB SOURCING BRANCH

code:

We have verified the signature of merchant establishment/Authorized Signatory (ies) as per Bank record and KYC documents of the Merchant Establishment/Authorized Signatory (ies) as per KYC/Bank's guidelines. We recommend for providing CBDC QR CODE to the Merchant Establishment M/s _____

A/c No																	
--------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Place: _____

Signature of Sr. Manager/Branch In-Charge
(With Bank Stamp)

BO: _____

Sol ID: _____

Date: _____



ਪੰਜਾਬ ਨੈਸ਼ਨਲ ਬੈਂਕ

...भरोसे का प्रतीक !



punjab national bank

...the name you can BANK upon !

DIGITAL BANKING TRANSFORMATION DIVISION, HEAD OFFICE, PLOT NO – 4, SECTOR- 10, Dwarka, New Delhi– 110075

डिजिटल बैंकिंग परिवर्तन प्रभाग, प्रधान कार्यालय, प्लॉट नंबर - 4, सेक्टर - 10, द्वारका, नई दिल्ली - 110075

GBPA: _____

E-mail: _____

ANNEXURE-I

TERMS AND CONDITIONS FOR MERCHANTS USING CBDC QR CODE

The Terms and Conditions mentioned hereinafter shall be effective upon submission of the merchant enrolment application form to PUNJAB NATIONAL BANK (hereinafter referred to as "Bank") and shall govern the relationship between the merchant and Bank for the use of CBDC QR CODE.

I/We agree with the terms and conditions hereunder:

1. I/We shall enter into transactions with my/our customers in Indian Rupees only and shall display the CBDC QR CODE issued by the Bank at a conspicuous place where I/We conduct the Business. e₹-R (CBDC) has fixed denominations akin to the existing physical currency denominations and the CBDC QR code will be used to receive only e₹-R from customers.
2. I/We hold valid and subsisting licenses, permits and consents required for the conduct and operation of the Business from appropriate Government(s)/Local Bodies/Competent Authorities and shall abide by all the laws and regulations as applicable to it, as may be amended from time to time. I/We shall inform Bank regarding any change in my/our constitution/composition/ownership and commercial activity(ies).
3. I/We shall, when requested by a Customer, facilitate a transaction in accordance with the terms and conditions and including the procedure stated as may be amended by the Bank from time to time in writing.
4. I/We undertake that I/We shall be solely responsible for all risks associated with the sale/delivery of the products and/or services rendered by me, without the Bank being a party thereto. Any and all disputes regarding quality, merchantability, quantity, non- delivery and delay in delivery of the products and/or services or any other dispute of like nature shall be resolved directly between me and the Customer without reference to the Bank. I/We understand that the Bank assumes no liabilities in respect of failure of transactions attributable to other entities and Bank reserves the right to suspend /terminate the services provided under CBDC QR CODE system, in addition to its other rights and remedies.
5. I/We shall inform Bank regarding any change in my/our constitution/composition/ownership and commercial activity(ies).
6. I/We shall report promptly to Bank, a fault or suspected fault or any fraudulent or suspicious transaction in the operation of the CBDC QR CODE and shall provide all reasonable assistance to Bank for the prevention, detection and reporting of such faults/frauds.
7. I/We shall keep all the information received from the Bank in connection with CBDC QR CODE confidential and shall not disclose it to any person other than my/our staff member(s) connected with the operation of the CBDC QR CODE system for effecting payments through it. I/We shall ensure that the employees and/or representatives of the Merchant Establishment who are given access to the Information shall at all times be bound by and comply with legally valid and written non-disclosure obligations under their employment contracts.
8. While presenting any transaction information, I/We certify to the Bank that (i) all statements of facts contained therein are true and complete in all respects, (ii) have supplied goods or services to which the transaction information relates and to the value stated therein and at a price not greater or not less favourable than the same price and terms at and on which such goods or services are supplied by me for cash, (iii) the Transaction information pertaining to each sale has been supplied only once, and (iv) that the sale of such goods or services are not unlawful or prohibited.
9. I/We shall not tamper Hardware/Software and/or hard copy of CBDC QR Code provided by the Bank and I/We be solely held responsible for reasonable and prudent care in handling the CBDC QR CODE. I/We shall ensure that the same shall not be misused including prevention of any unauthorized access, replay attack, shifting, hacking, cracking etc.
10. I/We understand that, in the event of any non-receipt/rejection/return/cancellation of goods or services by a Customer or pursuant to non-compliance of any terms of contract between me and the customer or are



पंजाब नैशनल बैंक
...भरोसे का प्रतीक !



punjab national bank
...the name you can BANK upon !

DIGITAL BANKING TRANSFORMATION DIVISION, HEAD OFFICE, PLOT NO – 4, SECTOR- 10, Dwarka, New Delhi– 110075

डिजिटल बैंकिंग परिवर्तन प्रभाग, प्रधान कार्यालय, प्लॉट नंबर - 4, सेक्टर - 10, द्वारका, नई दिल्ली - 110075

otherwise or the price is lawfully disputed by the customer or the price adjustment is disputed by me/us, I/We undertake that I/We:

- shall not make any cash refunds to the such Customer;
- shall make all refunds to the Customer through the Bank as per the process communicated by the Bank;
- shall forthwith make payment of the amounts to be refunded to the Bank for onward credit to the Customer.

In the alternative, the Bank may at its option adjust all such amounts from the amount payable by it to me or provide for such other procedure for refund in writing, as the Bank may deem fit from time to time.

- I/We shall not use the Bank's name, trademark, or trade name, in publicity releases, advertising or any other manner. I/We expressly agree for the inclusion of my Merchant establishment's name in any directory or promotional material produced in connection with the CBDC QR CODE and to prominently display and maintain the Bank's Promotional Material as supplied by the Bank from time to time.
- I/We undertake to indemnify the Bank and their authorized representatives in respect of any, actions, claims, costs, damages, demands, expenses, losses, penalties, fines, assessments and injuries made against, suffered or incurred by any of them, including reasonable attorney's fees, arising directly or indirectly from or in connection with my statutory and regulatory obligations as well as any dispute between the Merchant Establishment and the Customer. In case Bank has to pay to Customer, then Bank may recover such amount from the Merchant.
- I/We shall not, without the prior written consent of the Bank, use or disclose the name or any other information of the Bank, to a third party unless such disclosure is compelled by applicable law.
 - I/We undertake to take all steps as may be reasonably necessary to protect the integrity of the Information and to protect against any unauthorised disclosure, access, transmission and/or use of data or the damage, erase, copying, disruption, alteration, corruption, loss, theft, degradation, dissemination, and/or distribution of a data in any manner thereof;
 - promptly inform the Bank of any potential or accidental disclosure of the Information and take all steps, together with the Bank, to retrieve and protect the said Information;
 - Use the Information only for the purpose for which it was provided and shall not earn profit from the same in an unauthorized manner to the exclusion of the Bank.
- I/We understand that the Bank reserves the right to amend these terms and conditions. Any such amendment shall be effective and binding on me upon notification received by ordinary post/mail/any other mode and if I/We am/are unwilling to accept any such amendment, I/We shall notify the Bank in writing by registered post within seven days from the receipt of the notification by the Bank. Failure to receive the notice shall be deemed as an acceptance of the amendments to the Terms and Conditions by me/us.
- I/We shall be charged Merchant Service Fee as per application form (by capping it as per RBI Mandate) and Minimum balance charges as per NPCI/ RBI/UIDAI (Unique Identification Authority of India)/bank's guidelines and shall follow all such guidelines regarding CBDC QR CODE system and I/We shall be bound by any revision or review of the said charges as mandated by such guidelines.
- I/We understand that the Bank shall, towards authorised transactions complete in all respects, pay to me by crediting my account with the Bank, the amount of Transactions net of (i) the merchant Commission, computed at the rate (as per RBI Mandate), of the Transaction Amount plus applicable taxes and ii) any other amount due by me to the Bank.
- I/We understand that the Bank shall endeavour to make payment of amount when due to me on transactions, within T+1 business days after receipt of the transactions by the Bank. Payment collected by Merchant and his/her agent(s) using his/her CBDC QR CODE will be credited in the merchant account only.
- I/We understand that the Bank shall be entitled to set off and deduct from the amount payable to me, (1) The amount of refund due to any Customer in accordance with the procedure for refund, (2) Overpayment made by the Bank due to errors or otherwise, (3) Any taxes or claims required to be paid under law or in terms of the directions of any regulatory or legal authority.
- I/We understand that the Bank has a right to recover any transaction value, if charge back is created by NPCI from my account/ future payment or hold payment of any disputed transaction and Bank will not be responsible for any chargeback, payment hold, transaction failure, loss, fraud etc. for any reason whatsoever.
- I/We will make ensure that the CBDC QR CODE shall be used for the purposes as provided or intended and shall not be used for any transactions related to purchase, sale etc of shares or other securities. I/We



पंजाब नैशनल बैंक
...भरोसे का प्रतीक !



punjab national bank
...the name you can BANK upon !

DIGITAL BANKING TRANSFORMATION DIVISION, HEAD OFFICE, PLOT NO – 4, SECTOR- 10, Dwarka, New Delhi– 110075

डिजिटल बैंकिंग परिवर्तन प्रभाग, प्रधान कार्यालय, प्लॉट नंबर - 4, सेक्टर - 10, द्वारका, नई दिल्ली - 110075

- agree to retain sufficient fund in my bank account at all times to cover the entire amount that are due by me/us to Bank, including losses.
21. I/We will be responsible and accountable for proper and prudent maintenance of required necessary documents with regard to transactions and shall furnish these documentations to Bank, whenever required by Bank.
 22. I/We understand that the Bank may from time to time give any credit and other information about me/us, including information on this form, to or receive such information from any credit bureau, reporting agency, Central Know Your Customer Registry, person with whom I/We may have or propose to have financial dealings.
 23. I/We agree that the Bank may use this information to establish and maintain my/our relationship with the Bank and to offer any services as permitted by law. I/We authorize the Bank to verify my/our credentials or make any references required in respect of enrolment as a Merchant Establishment of Bank.
 24. I/We understand that in case of change of registered mobile number in my account, the CBDC QR CODE issued by the Bank may be de-activated by the Bank.
 25. I/We understand that the Bank reserves the right to take any legal action on me in case of breach of any of above-mentioned terms and conditions and these term and conditions are subjected to the exclusive jurisdiction of the Courts/Forums/Tribunals in Delhi only.

Signature of Merchant/Authorised Signatory (ies)
(With Rubber Stamp)

Date: _____

Contact No.: