

The Delhi Transport Corporation (DTC) and Cluster Bus Ticketing is now enabled on the ONDC Network. This integration enables DTC & Cluster Buses to offer open ticketing in Delhi, providing seamless access to ticketing on customer-facing (Buyer apps) applications through the ONDC Network.

The Buyer Apps would need to acknowledge and agree to comply with the following terms and conditions to be able to sell public bus tickets:

Terms and Conditions for Buyer Apps

1. All applications (Buyer Apps) that are interested in offering DTC & Cluster bus tickets through their platform/application need to mandatorily onboard the ONDC Network and be compliant with the ONDC Protocol. **No Buyer App is permitted to sell the DTC and Cluster Bus tickets in any other manner.**
2. The DTC/ Transport Department, GNCTD may offer some discount on the tickets booked online.
3. Buyer Apps, if they decide to charge additional charges from the Commuters over and above the ticket price quoted by the Seller (DTC/ Transport Department, Govt of NCT of Delhi) as a customer convenience fee, should transparently display it to the commuter as '**App Convenience Fee**'.
4. Buyer Apps could, as per their business strategy, choose to offer reduced or zero convenience fees, under title '**App Discount**' in order to attract Consumers. However, in such case no convenience fee charges shall be reimbursed by DTC/ Transport Department, GNCTD.
5. Buyer Apps could even choose to offer additional discounts on top of the ticket price to customers as part of customer acquisition, at their own expense. However, in all cases, the full ticket amount, less the discount offered as per Condition 2 above, must be settled with the Delhi Transport Department/ Transport Department, GNCTD without any deductions.
6. While the Buyer App may use any Payment Gateway from those onboard the ONDC platform, the convenience fee, including MDR charges of the Payment Gateway, would not be reimbursed by DTC/ Transport Department, GNCTD under any circumstances. They shall be a part of the App Convenience Fee, if the Buyer App decides to levy the same.
7. The DTC/the Transport Department, GNCTD reserves the right to change any of these Terms & Conditions or fix certain limits for Convenience fees in future.
8. As per extant RBI Regulations, the ticket transaction amount collected by the Buyer apps is to be settled to the DTC/ Transport Department, GNCTD on a T+1 basis for all successful transactions.
9. All Buyer Apps shall initiate reconciliation Application Programming Interface (**API**) call on a T+1 basis along with Settlement Reference Number (**UTR**) with Seller. If T+1 is not a Business Day (Banking Holiday), the Buyer App will trigger the reconciliation API call and settle the funds on the next business working day of T+1.
10. The GNCTD would also use a dashboard to record at the seller's side all the tickets sold by each of the buyer apps. The buyer apps shall be asked to deposit the amount shown by the dashboard in the event of any reconciliation discrepancy.
11. Buyer Apps must ensure that all customer data collected during the purchase of DTC/ Cluster Bus tickets are handled in compliance with the applicable data privacy laws, including but not limited to the Information Technology Act, 2000, Digital Personal Data Protection Act, 2023, where applicable. The Buyer App is responsible for ensuring the security of payment and personal data of customers using industry-standard encryption and security protocols.
12. The Buyer Apps would additionally comply with the refund and cancellation policies of the DTC/ Transport Department, GNCTD.