

The Brihanmumbai Electric Supply and Transport Bus Ticketing is now enabled on the ONDC Network. This integration enables BEST Buses to offer open ticketing in Mumbai, 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 bus ticket to commuters.

Terms and Conditions for Buyer Apps:

1. It is mandatory for all participating Buyer Apps to be onboard the ONDC Network and be compliant with the ONDC Protocol. No Buyer App is permitted to sell the BEST Bus tickets in any other manner.
2. The BEST undertaking may not offer discount on the tickets booked online.
3. If any additional convenience fees are levied on the tickets by the Buyer Apps, the same to be displayed to the commuter as '**App Convenience Fee**'.
4. If the Buyer Apps offer any discount to the commuters, the discounted amount **would not be reimbursed by the BEST undertaking**.
5. In all cases, the full ticket amount must be settled with the BEST undertaking 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 BEST undertaking under any circumstances. The charges shall be a part of the App Convenience Fee, if the Buyer App decides to levy the same.
7. The BEST reserves the right to revise any Terms & Conditions mentioned above or cap Convenience fees in future.
8. As per the prevalent RBI Regulations, the ticket transaction amount collected by the Buyer apps is to be settled with the BEST undertaking 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 the 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 day of T+1.
10. The BEST undertaking would use a dashboard to record sale of tickets by the buyers app at the seller's side. The buyer apps shall be asked to deposit the amount displayed on the dashboard in the event of any reconciliation discrepancy.
11. Buyer Apps must ensure that all customer data collected during the purchase of BEST 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 wherever 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 BEST Undertaking