

## **Terms & Conditions**

### **1. Mobile Application**

By installing the Application (AMA Bus mobile application), the mobile application user (the “User”) agrees to adhere to these terms & conditions of use. Please review them carefully before installation and/or acceptance for operation and use.

It is endeavored to ensure that the application works on only on Android version 6 and above and for iOS version 13 and above

#### **A. User Registration/Account**

1. The application offers facility for opening of user account as part of registration process. This user account can be linked to the phone number of the mobile. The user may be required to provide personal information such as Name, Gender, Email ID and Date of Birth in the mobile application for registration purpose.
2. The details of the user will be stored in the application and shall be kept confidential. Any such information will not be shared by the application owner nor its agencies. However, CRUT reserves the right to utilize such information and details for improvement of services or for future planning of development and operations.
3. The user shall be solely responsible for maintaining the confidentiality of their account and password and for restricting access to their device to prevent unauthorized access to the account.
4. Account once created in the name of a particular individual cannot be utilized by any of their friends or family members for pass or ticket authentication. However, the individual may book ticket against their friends or family members if they are accompanying them during the travel.
5. The application can be **logged in** into the multiple mobile devices at the same time and doing the same can be result into the loss of single or return journey ticket of the day and need to reclaim the any exiting passes which is valid from the next business day from the day of reclaiming, restricting the misuse of the Mobile application.

#### **B. Mobile Ticketing**

1. The mobile ticket generated through mobile application shall be valid for **next 30 minutes Post availing the start trip option into the application**. By purchasing a mobile ticket, the user agrees to display the ticket clearly on their mobile phone, as and when asked to do so by the Revenue Assurance Team staff, Bus Guide or operator of CRUT or any of its authorized agencies.
2. It shall be responsibility of the user to ensure that mobile phone is sufficiently charged to display the ticket as many times as required during journey including, at origin and destination stations.
3. If the mobile ticket gets damaged, distorted or is illegible in any manner then such ticket

becomes invalid and will not be accepted. In such case, a new ticket shall have to be purchased by the user.

4. The security of mobile phone and/or ticket will be responsibility of the user. In the event that the ticket or mobile phone is lost or stolen and the user is unable to provide a duplicate or replacement ticket then a new ticket will have to be purchased.

### **C. Mobile Application and information available to Users**

1. CRUT grants user the right to download, install and use the mobile application on their mobile handset to purchase tickets and access information in accordance with these terms and conditions.

2. CRUT does not collect or charge any fees for download of mobile application. However, the mobile application requires a correctly configured and functional wireless internet data connection, both for the initial installation, and for operation of application. There may be internet or data charges applicable for use of mobile application, depending upon terms and conditions of telecom operator for providing internet connection on the mobile.

3. The ownership of Mobile Application shall at all times remain with CRUT and the user will not claim any ownership on the mobile application.

4. Any information provided through the mobile application or by CRUT shall be made available to the user, only for providing service through the application. The user will not create any ownership or rights over the application or the information made available by CRUT in the application. Such information through the application is being made available only for the purpose of providing service to the user.

### **D. Updates & Availability**

CRUT may issue updates to the mobile application from time to time. In certain cases, the user may not be able to continue operating the older version of the mobile application installed in their mobiles. In all cases, it is highly recommended to download and install all updates issued from time to time. CRUT shall not accept any liability for errors which become apparent in older versions of the mobile application post issue of updates, as and when applicable.

### **E. Other Terms**

CRUT may change these terms and conditions from time to time. These changes shall be published in the form of updates for new version in the application. Each new version will take effect from the time it is first published in the application. However, any changes will not affect existing terms accepted by user when making a purchase through this application. The user will be asked to confirm acceptance to the most up-to-date version of these terms and conditions, whenever a booking is made. The use of mobile application will stop in case if the user does not agree to any changes made to these terms and conditions.

- **You must refrain from using the App in any way that causes damage to the App or in any unlawful, harmful or fraudulent manner. Any such use of this App may give rise to claim for damages and/or be a criminal offence.**
- **Ensuring that all information we provide in the app is accurate, but we are not**

**responsible for any loss suffered by you as a consequence of any that action you take or omit to take on the basis of any of the information we provide.**

- **Shall not sell, market, trade, or transfer to outside parties your personally identifiable information. We may release your information when the release is required to comply with the law, enforce our policies, protect our or others' rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.**
- **Your use of this app and any dispute arising out of such use of the app is subject to the laws of India and to the exclusive jurisdiction of the courts in Bhubaneswar.**

# **Refund SOP for UPI QR on ETIM**

## **Refund Eligibility Criteria**

A successful payment is confirmed by the Payment Gateway (PG).

No product (ticket/pass) is issued.

## **Scenarios Requiring Refunds**

### **1. Webhook Delay and QR Expiry**

**Issue:** Payment webhook is delayed and arrives after QR expiry.

### **2. Payment Gateway Downtime**

**Issue:** Payment Gateway does not transmit payment status.

### **3. Chalo Backend Downtime**

- **Issue:** Chalo backend services are unavailable.

### **4. Network Issues on ETIM**

- **Issue:** ETIM does not acknowledge product issued due to network failure.

### **5. NPCI Downtime**

- **Issue:** NPCI is unable to validate UPI transactions.

## **Refund Timelines**

- **Initiation Time:** Within 30 mins after waybill is synced and AFCS shares data.
- **Credit to User:** 3–5 working days (as per Razorpay).

## **Non-Refundable Scenarios**

- The user exits the QR screen before completing payment.
- Transactions where both payment and product issuance succeeded.
- Payments not confirmed as successful by PG.
- Excluded categories, including but not limited to unused passes, duplicate purchases, and incorrect ticket types, shall be expressly stated as non-refundable and ineligible for remedy.

# **Refund SOP for UPI Payments on Mobile App**

## **Refund Eligibility Criteria**

Refunds are considered when both of the following are true:

- Payment is marked as successful by the Payment Gateway (PG).
- No product (ticket/pass) is issued to the user.

## **Scenarios Requiring Refunds**

### **1. Webhook Delay and QR Expiry**

- **Issue:** User successfully completes UPI payment, but the product is not delivered.

### **2. Payment Gateway Downtime**

- **Issue:** PG does not transmit payment status.

### **3. Chalo Backend Downtime**

- **Issue:** Chalo backend services are unavailable.

### **4. Network Issues on CRUT AMA BUS APP**

- **Issue:** App does not acknowledge product issues due to network failure.

### **5. NPCI Downtime**

- **Issue:** NPCI is unable to validate UPI transactions.

## **Refund Timelines**

- **Initiation Time:** Within 36-48 hours from the time of transaction (next 1 AM cycle).
- **Credit to User:** 3–5 working days.

## **Non-Refundable Scenarios**

- The user cancels the order before completing payment on CRUT App.
- Transactions where both payment and product issuance succeeded.
- Payments not confirmed as successful by PG.
- Excluded categories, including but not limited to unused passes, duplicate purchases, and incorrect ticket types, shall be expressly stated as non-refundable and ineligible for remedy.

# **Privacy Policy**

Your access to and use of the App is also subject to our Privacy Policy. By accepting these Terms, you confirm that you have reviewed and understand our Privacy Policy, and you acknowledge that any information shared by, or collected from or about you, may be used by CRUT in accordance with our Privacy Policy, as it is updated or changed from time to time.

## **There are three types of information we process (Information):**

Information you provide – such as your personal information when you create a CRUT Account, your searches, places, preferences, direct communications, etc.

Information created by your use of the App – such as location information, device information, usage information, travel patterns, etc.

Information from other sources – such as trip information, transport provider information, etc.

Any Information collected by us is collected in a lawful manner, is directly connected with a function or feature offered on the App and is considered necessary for that purpose.

We use Information to:

- Provide and improve the App;
- Build a profile of your preferences so we can personalize the App and provide you with relevant transport information and recommendations;
- Verify your identity and administer your Account, if you have one;
- Process or facilitate payment (through third party payment processing services);
- Send you marketing communications or other forms of communication through several channels;
- Identify issues with the operations of App in order to find resolution for these
- Carry out research on users' transport choices to improve App and also work with transport providers to improve transport services
- Disclose to lawful authorities when required to do so by law, or when appropriate, in our opinion, to respond to their request.;

From time to time, we may also disclose Information with third parties. This disclosure may be required for us to provide you access to our products and services; for enhancing your experience; for providing feedback on products; for fulfilment of your purchases; to collect payments from you;

to comply with our legal obligations; to conduct market research or surveys; to enforce our Terms; to facilitate our marketing and advertising activities; to analyse data; for customer service assistance; to prevent, detect, mitigate, and investigate fraudulent or illegal activities related to our product and services; or for other purposes. We do not disclose your personal information to third parties for their marketing and advertising purposes without your explicit consent.

We and our partners will share / sell some or all of Information with another business entity should we (or our assets) plan to merge with, or be acquired by that business entity, or re-organisation, amalgamation, or restructuring of business. Should such a transaction occur that other business entity (or the new combined entity) will be required to follow this Privacy Policy with respect to Information.

We do not knowingly solicit or collect Information from people under the age of 18 ('Minor'). If you are a Minor, you represent and agree that you have the legal consent of your parent or guardian to access and use the App.

If you disclose to us any Information relating to other people (Others' Information), you represent that you have the authority to do so and to permit us to use such Others' Information in accordance with these Terms.

You, while providing Information to us or any of our partners, including our other corporate entities, affiliates, lending partners, technology partners, marketing channels, business partners and other third parties, to contact you through any mode of communication for the purposes specified in these Terms.