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Punjab & Sind Bank
(A Govt. of India Undertaking)

Where service is a way of life

FAQS ON BHIM-AADHAAR-PAY (HANDOUT)

1. What is BHIM-Aadhaar-Pay

BHIM-Aadhaar is a digital payment acceptance solution which allows merchants to accept digital payments from customers via Aadhaar based biometric authentication. When the customer makes a purchase using PSB Aadhaar Pay, money is debited from his/her Aadhaar linked bank account of the selected bank and credited to merchant's account.

The name of the solution from Punjab & Sind Bank is BHIM Aadhaar Pay PSB.



2. Pre requisites for BHIM-Aadhaar-Pay PSB:

Two parties involved in any financial transaction i.e. the Merchant, who sells the goods / services and customer, who utilizes the goods / services.

For a customer:

- The customer should have Aadhaar Number
- His/her bank account should be linked with Aadhaar.
- His / her account should be KYC compliant

For a Merchant:

- The customer should be a merchant.
- He should have Aadhaar number.
- His/her bank account should be linked with Aadhaar.
- His / her account should be KYC compliant

3. How does a merchant get registered for BHIM-Aadhaar-Pay PSB?

The merchant needs to get registered by visiting PSB Branch for submitting application. Rest of the registration process is fully automated and app based for the individual merchants. Merchant needs to download **BHIM-Aadhaar-Pay PSB** from the Google Play store and register himself using his Aadhaar number and biometric credentials through **BHIM-Aadhaar-Pay PSB** Device. During the registration process the merchant is asked to select his account maintained with PSB where he wants the payments to be credited. In addition, the merchant is also asked to agree to the terms and conditions for using the app which are displayed on the mobile itself.

- He/she should have Android smartphone with Android version 4.2 or higher with internet connectivity.

- He/she should have STQC certified Biometric device attached to the smartphone. Bank provides it free of cost.
- He/she should download the **BHIM-Aadhaar-Pay PSB** App from Google play store and install the same in his/her mobile.
- He/she should register with Punjab & Sind Bank as merchant customer.

4. Transaction process

- i. Merchant uses his PIN to login to the merchant App on his Android smartphone.
- ii. The customer does not need anything except his Aadhaar number. For making payment, customer selects bank from the drop-down menu where customer is having his/her Aadhaar seeded account, enters his Aadhaar Number, enters mobile number (optional) checks the bill amount and provides his/her biometric credentials.
- iii. The payment data and biometrics are sent to the FI gateway /NPCI/UIDAI server for authentication.
- iv. The debits/credits in the accounts of the customer and the merchant are put through the core Banking system.

5. Does the customer / purchaser also need to have BHIM-Aadhaar-Pay PSB on his mobile phone?

No. The only requirement for the customer is to have an Aadhaar seeded bank account and his Aadhaar number.

6. Customers of which Banks can make payments at merchant?

Since the platform is based on NPCI's AEPS platform, the solution is interoperable provided the partner banks enable the facility to their customers. Customers to check with their Banks for availing the facility. The facility is available to PSB customers.

7. When will the merchant funds be credited to the merchant account for BHIM-Aadhaar-Pay PSB transactions?

The merchant funds will be credited real time to the merchant account linked at the time of registration after successful completion of the transaction.

8. What does the merchant do in case the funds are not received for a successful transaction?

As per the NPCI Settlement system, the merchant will be delivering the goods purchased to the customer after receiving the payment confirmation i.e. after successful transaction.

For any help, you may call at 011-44708609 or write to us at ho.dbd@psb.co.in