

Online Seat Reservation Platform - Agent Registration Policy

National Transport Commission

Registration

Effective Date:

Thank you for considering becoming a registered agent on Online Seat Reservation Platform – National Transport Commission, Sri Lanka. This policy outlines the terms and conditions governing the registration and use of our platform by agents. By completing the registration process, you agree to abide by these policies.

1. Eligibility Criteria:

To register as an agent on Online Seat Reservation Platform in National Transport Commission Sri Lanka, you must meet the following eligibility criteria:

- Have a valid business entity registered in accordance with the laws of Sri Lanka.
- Possess relevant industry experience and expertise.
- Demonstrate the ability to fulfill the obligations outlined in this policy.

2. Registration Process:

To become a registered agent, you must complete the registration form available on our website on https://ntc.gov.lk/corporate/media_and_news/tenders.php. You will be required to provide accurate contact information, business details, and any necessary documentation.

3. Verification and Approval:

National Transport Commission will review the information provided during the registration process and may conduct background checks or request additional documentation. Approval as a registered agent is subject to commission discretion. This registration shall commence on the effective date and shall be valid for a period of one year and renewable in periods of one year subject to the satisfactory performance of relevant Institute. Such renewal will also entail a price revision to the convenience fees calculated by taking the cumulative general inflation rate from the effective date to the expiry date of contract agreement

4. Fees and Charges:

Registered agents are subject to the following fees :

- A **Convenience Fee** of Sri Lankan Rupees maximum Eighty-Two and Fifty Cents (Rs.82. 50) shall be charged for every Seat/Ticket reservation carried out through the online Seat Reservation Platform. The said Convenience charge will be in addition to the relevant bus fare charged from the Passenger.

The said Convenience charge will comprise of the Agent Fee, NTC Fee and Bus Owner Fee. The Net Agent Fee shall be Sri Lankan Rupees Forty-Seven and fifty cents (Rs.47.50) NTC Fee shall be Sri Lankan Rupees Ten (Rs.10) and the Bus Owner Fee would be Sri Lankan Rupees Twenty-Five (Rs.25) for each seat/ ticket reserved through the online Seat Reservation Platform.

- A one-time registration fee of LKR 150,000 is required upon approval.
- Agents will be charged for maintenance fee and API connectivity fee for reservation made through NTC Reservation backend.
- Agents should be deposited Value of Sri Lankan Rupees One Million as a Contract Performance Bond for a period of one year and shall be renewed when renewable in periods of one year subject to the satisfactory performance.

5. Obligations and Responsibilities:

As a registered agent, you are responsible for:

- Providing accurate and up-to-date information about your online reservation service.
- Maintaining availability information and honoring reservations made through the platform.
- Transferring the Bus Fare and the Bus Owners Fee applicable for each journey within one hour of the ending its journey. Such funds will be transferred to a nominated bank account of the Bus Owner.
- The total NTC fare (from convenient fee) calculated for the journeys that have completed their journeys will be transferred to NTC within one hour of the each journey end or on every 1st and 16th of every month

- Providing reconciliation platform to the NTC
- Facilitating the refund of fees charged to a customer in case of cancellations subject to terms and conditions which are set out herein before
- Adhering to all applicable laws and regulations in the agreement.

Reservation Platform will be sent data through following Main API's for the reservation purpose interact with Agent reservation system.

Authentication and Authorization API: An API that allows agents to authenticate themselves and obtain authorization to access the booking system's functionality.

Search and Availability API: This API allows agents to search for available buses, routes, and seats for specific dates and times. It provides information about seat availability and Bus fare.

Seat Reservation API: Agents use this API to reserve seats on behalf of their customers. It should handle seat selection, pricing, and payment information.

Booking Confirmation API: Once a reservation is successfully made, this API sends confirmation details to the agent, including booking reference numbers and payment status.

Cancellation and Modification API: Allows agents to cancel or modify reservations. It should handle refund calculations and seat release.

6. Quality Standards:

Registered agents must maintain a high level of quality and customer satisfaction. This includes:

- Promptly responding to customer inquiries.
- Ensuring that your listings accurately represent the products or services offered.
- Resolving customer complaints and issues in a professional and timely manner.

7. Data Collected by Agents or Third-Party Partners

In some instances, we may collaborate with agents or third-party partners ("Partners") to provide our services. These Partners may collect, process, and share data on our behalf. The data collected by Partners may include:

- **Personal Information of Passenger**: Name, contact details, and other information provided during the reservation process.
- **Transaction Data**: Information related to your bookings, purchases, and interactions with the Platform.
- **Usage Data**: Information about your interactions with the Platform, such as browsing behavior and preferences.
- **Location Data**: If location services are enabled, your device's location for personalized recommendations.

8. Data Usage by Agents and Third-Party Partners

The data collected by Partners is used for the following purposes

- **Providing Services**: To facilitate reservations, process payments, and manage bookings on behalf of the Platform.
- **Communication**: To send booking confirmations, updates, and relevant marketing messages.
- **Compliance**: To adhere to legal obligations and respond to lawful requests.

9. Consent and Control

Your consent to the collection and processing of data by our Partners is implicit when you use our related Data for reservation purpose. While Partners handle data on our behalf, we maintain control over how your data is managed and ensure they adhere to our privacy standards.

10. Data Security and Sharing with Partners

We prioritize data security and work closely with Partners to ensure your data is protected. We share data with Partners only to the extent necessary for them to provide their services. Partners are contractually bound to follow data protection measures in line with this Policy.