



# IME INDIA PRIVATE LIMITED

Graphix Tower, 3<sup>rd</sup> Floor A-13 A, Sector- 62, Noida 201301

## Standard Operating Procedure (SOP) for Emitra-IME INMT

[www.imeindia.com](http://www.imeindia.com)



## A brief Introduction

### e-Mitra

e-Mitra is an ambitious e-governance initiative of Government of Rajasthan (GoR) which is being implemented in all 33 Districts of the state using Public-Private Partnership (PPP) model for convenience and transparency to citizens in availing various services of the Government and Private Sectors under a single roof at their door steps using an e-platform. The services are delivered via counters known as CSC (Common Service Center) kiosks in Rural Areas and e-Mitra kiosks in urban areas and also online via eMitra portal. Hence, these counters provide services related to various departments in an integrated and easily accessible manner to people residing in rural as well as urban areas without any need for running around in government offices. The project has been operational since 2005.

### IME India Private Limited

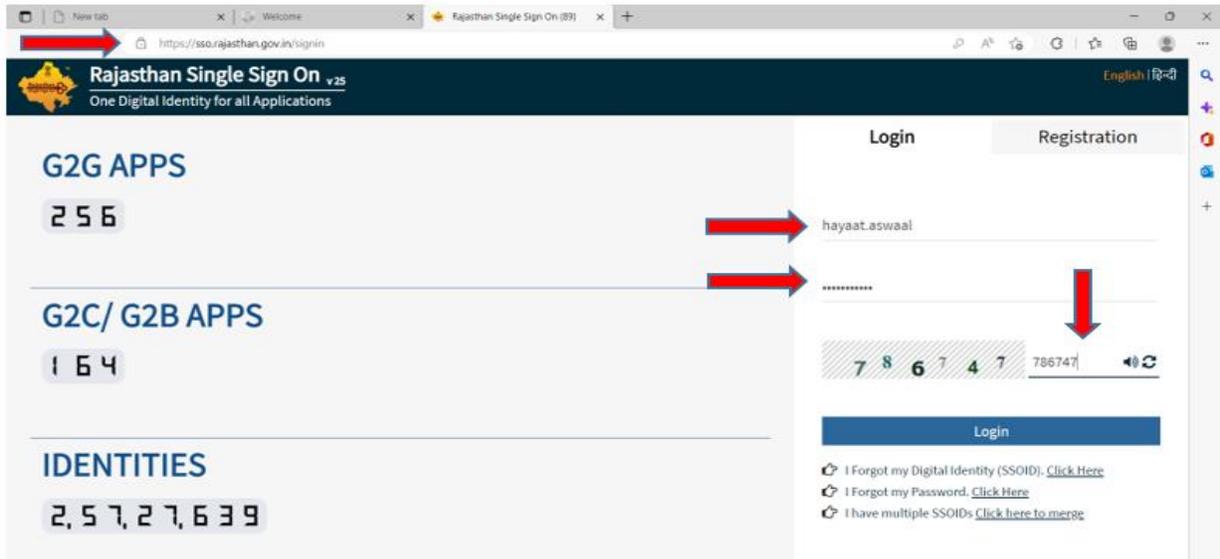
The flow of workers from developing countries to developed countries have increased significantly over the past years which has positively substantially impacted the flow of Remittance from migrant workers to their home country.

Taking into consideration the enormous opportunity of promoting legal channel of remittance flow among Nepalese, there is a strong need of cross border remittance facility between two nations, India and Nepal.

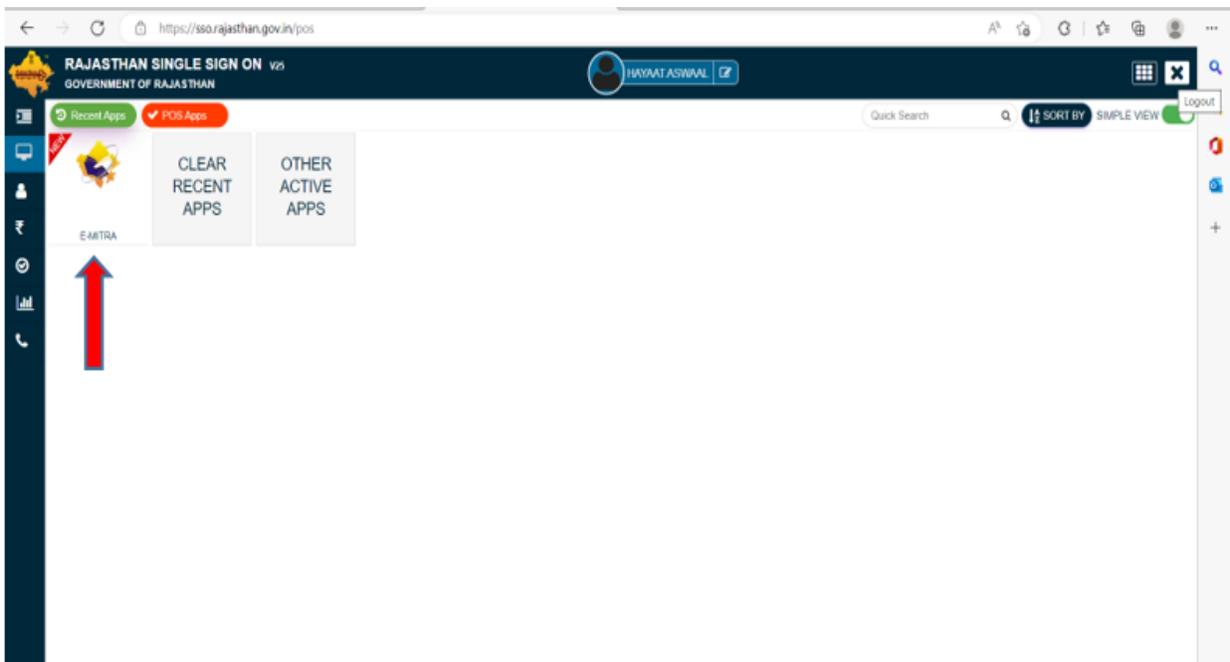
To tap this huge potential for Indo-Nepal remittance, IME India Pvt Ltd has partnered with Rajasthan Government under DOIT to cover major chunk of the business volume. Since IME, a household brand in Nepal, we believe IME India Pvt Ltd can easily stand out in the crowd serving large number of Nepalese diasporas residing in India for Indo-Nepal remittance.

For INMT through e-Mitra kindly access below URL and follow as per below process.

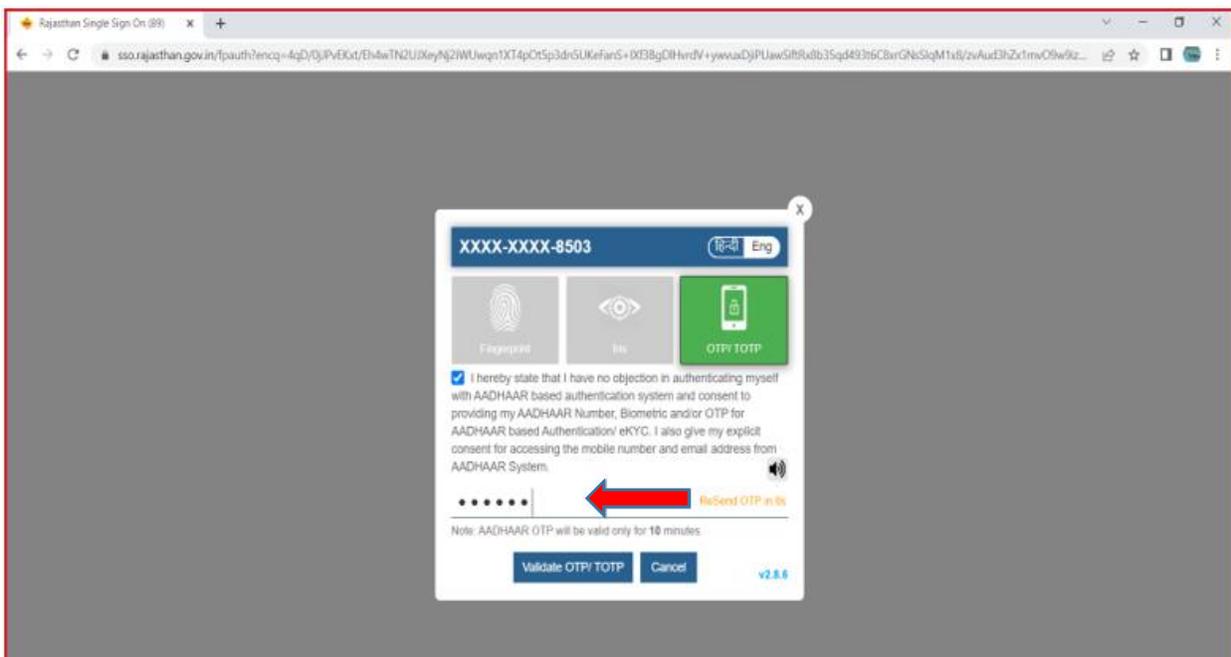
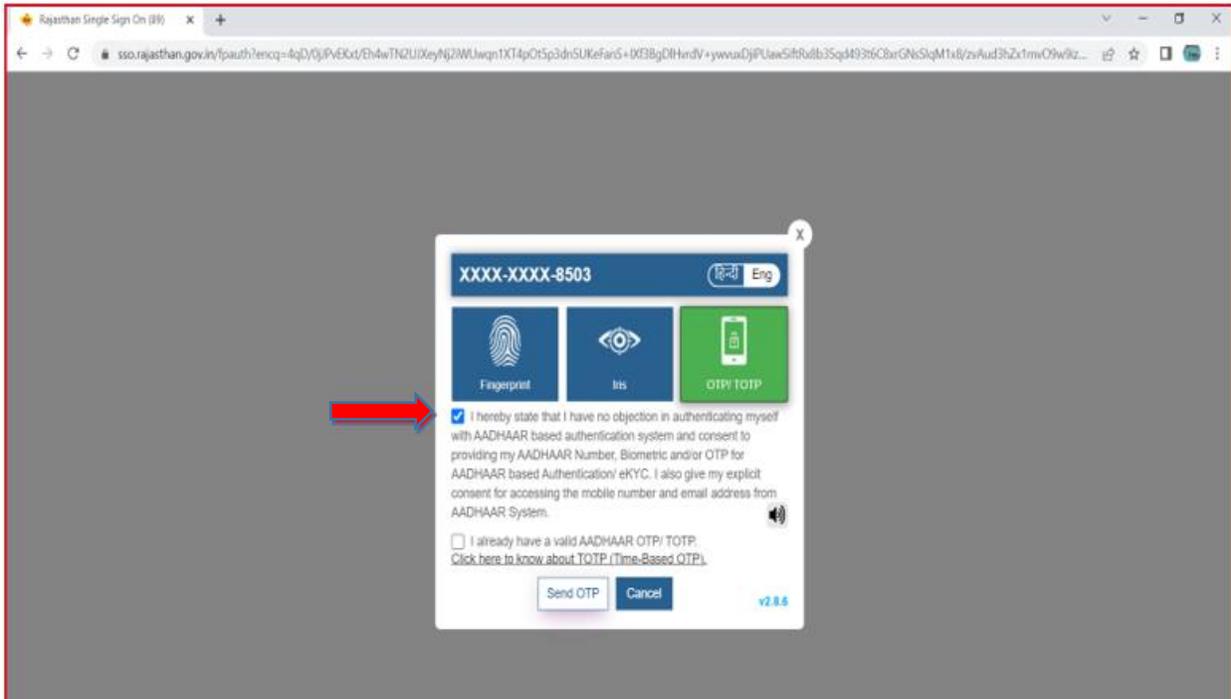
<https://sso.rajasthan.gov.in/signin>



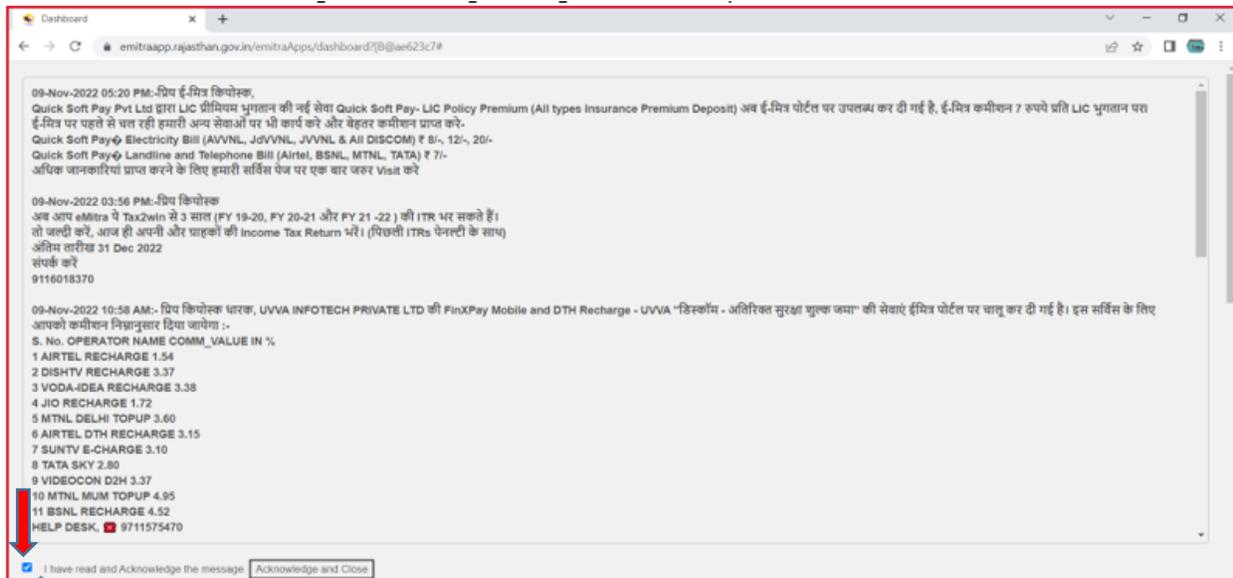
Click e-Mitra Tab/logo.



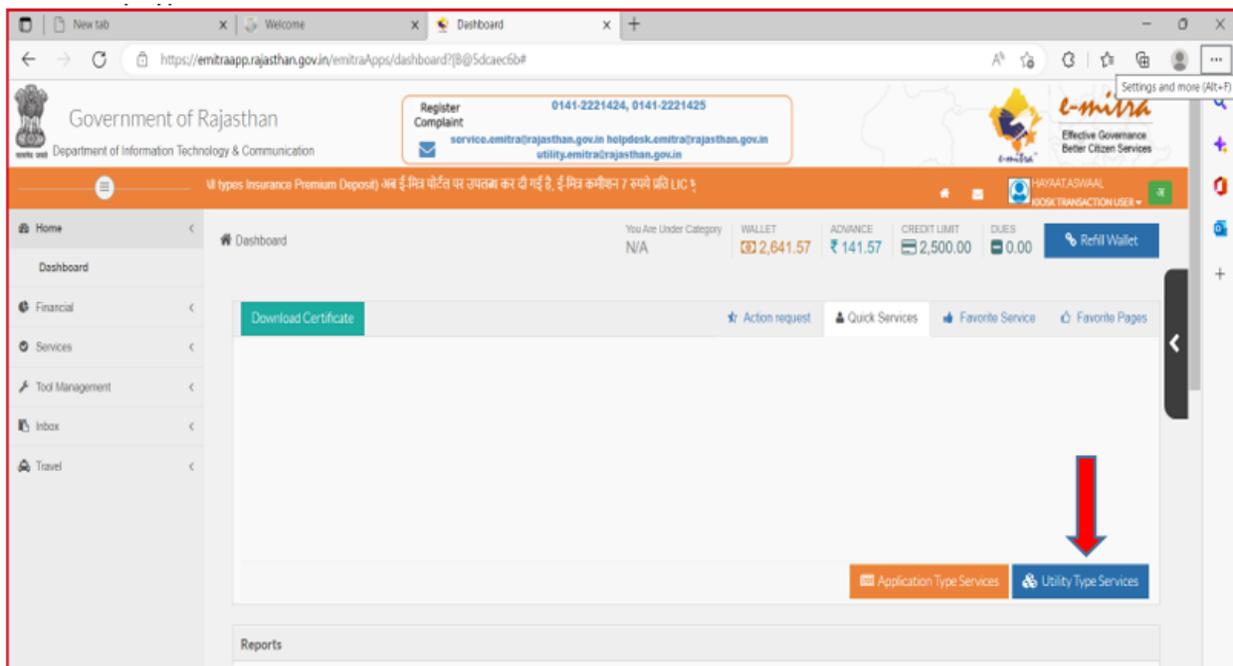
A dialog box will pop up to authenticate through Aadhar enabled OTP.



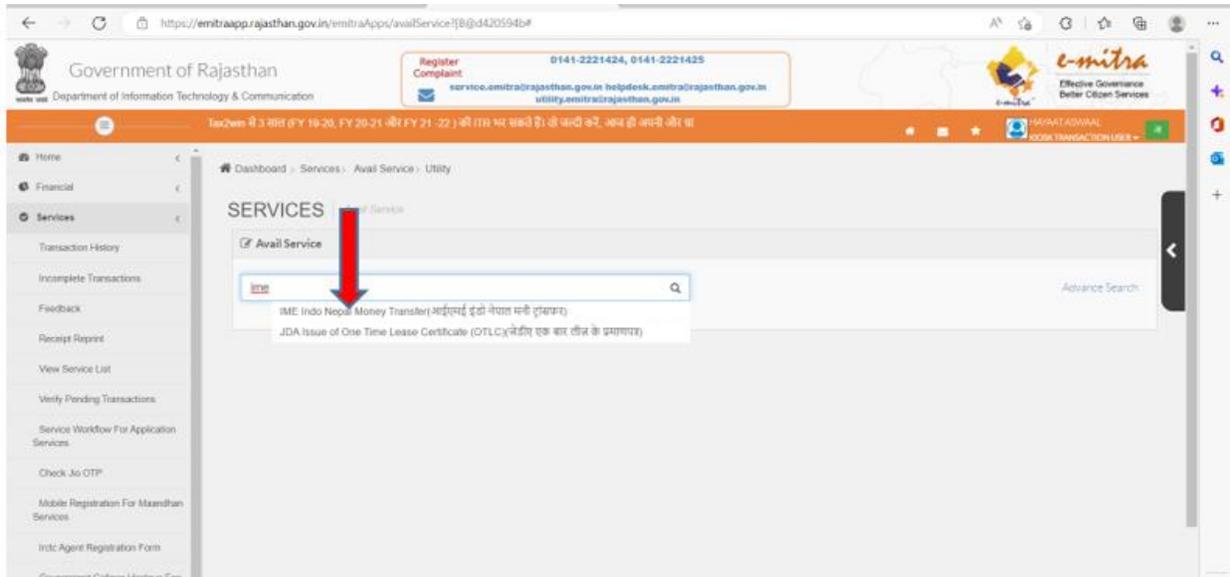
Select, read and acknowledge the message dialog box and accept the same.



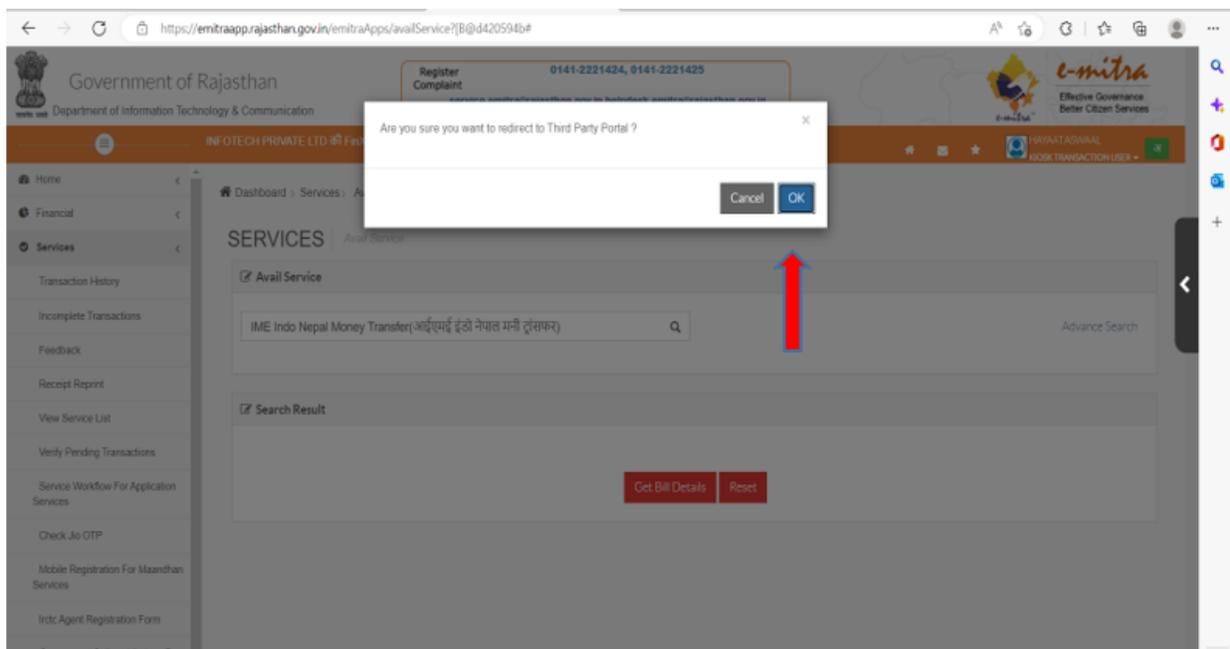
Select Utility Type services.

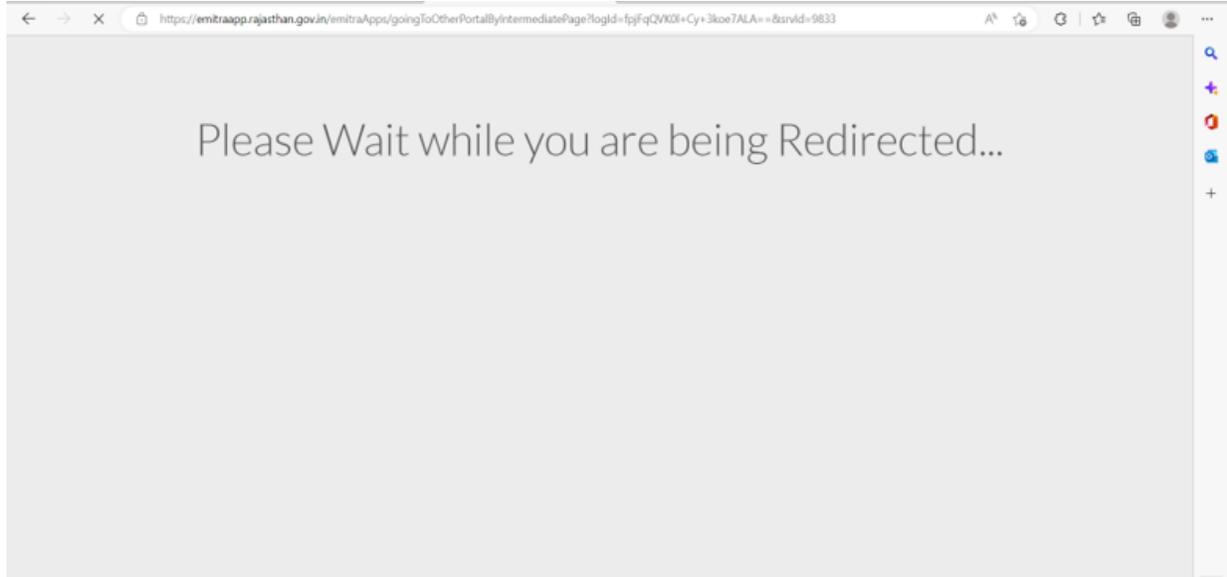


Search for IME Indo Nepal Money Transfer drop down and select the same.

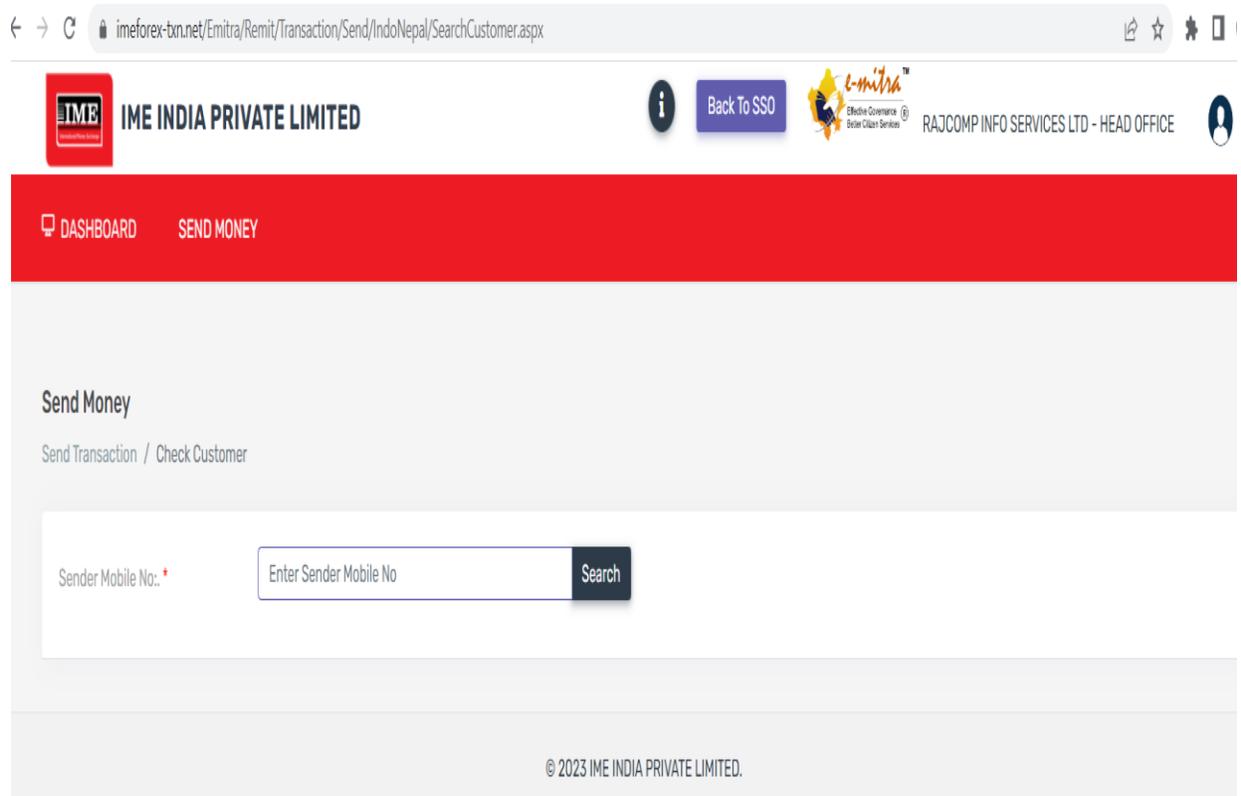


It will ask to redirect to third party portal i.e. IME transaction portal.





**This page is the transaction portal for Indo-Nepal Money Transfer process.**



**Kindly note:** - In Enter Sender Mobile no, (Above Screenshot) enter the mobile no and click search tab, if Customer is already registered then it will have redirected to send money page but if customer is not registered and transferring money first time then it will land to registration page.

For already enrolled customer, transaction can be performed upon providing the OTP to the agent upon confirmation of amount and beneficiary details while sending.

## Below is the process to register the first time customer.

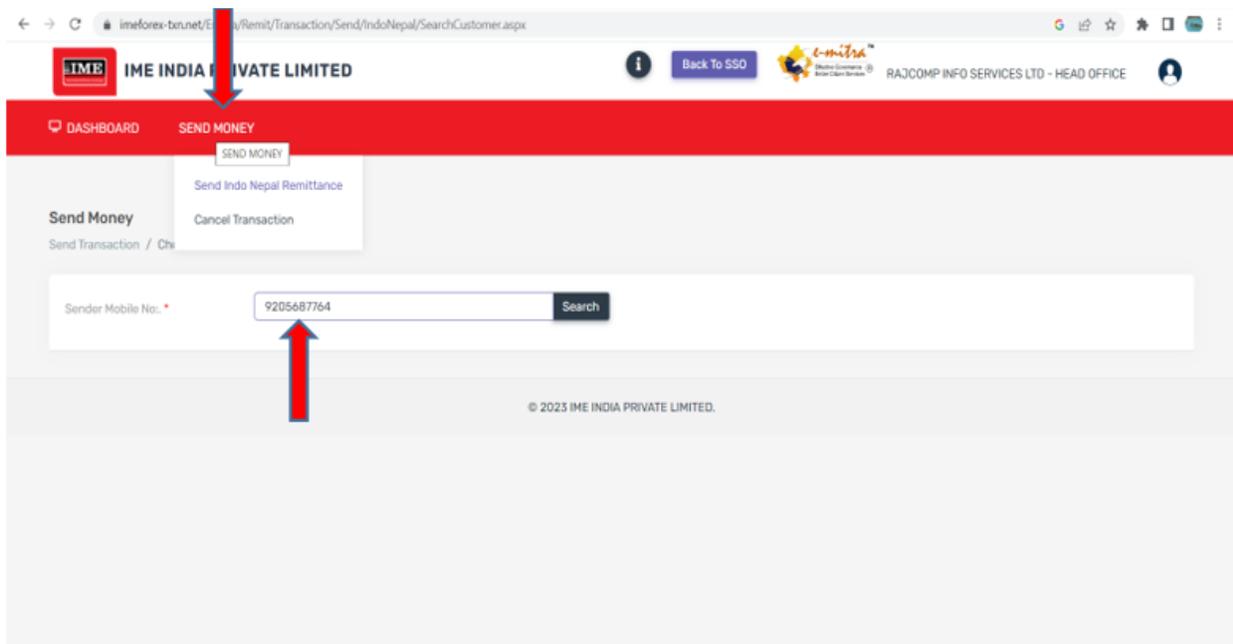
### 1. Process to onboard customer/remitter

Customer/Remitter approaches e-Mitra counter/Kiosk to perform Indo-Nepal transaction. In order to perform any transaction, customer needs to be registered into IME India system.

Only customer with valid Nepali ID types like Citizenship and Passport are allowed to perform the transaction.

#### Steps to register a customer into IME India System

1. Agent should enter the mobile number provided by remitter at send indo Nepal remittance in Send Money menu as shown below



2. Upon entering the mobile number provided, Customer Setup page will display where the agent needs to enter the valid information of sender as per ID.



### Customer Setup

Customer Registration / Customer Registration

Manage

#### PERSONAL DETAILS

Mobile Number*	8800108308	Membership Id:	Membership Id
Name*	First Name	Middle Name	Last Name
Nationality*	Nepal	Marital Status*	Select
Date Of Birth(Eng)*	01/11/2007	Date Of Birth(Nep)*	09/27/2063
Gender*	Select	Father/Mother Name*	
Occupation*	Select	Source Of Fund*	Select



#### TEMPORARY ADDRESS

Country*	India	State*	Select
District*	Select	Address*	

#### PERMANENT ADDRESS

Country*	Nepal	State*	Select
District*	Select	Municipality*	Select
Address*			

#### IDENTITY DETAILS

ID Type*	Select	ID Number*	
ID Issue Date(Eng)*	05/01/2023	ID Issue Date(Nep)*	09/23/2079
ID Expiry Date*	05/01/2023		
ID Issued Place*	Select		

- By Clicking the check box, I accept the below declaration.
- I hereby declare, that the information filled here in above is correct as per the information provided by the customer.
  - The customer has approached me in person for the remittance service.
  - The customer is a Nepal Migrant.
  - The customer ID document have been verified in original.
  - The customer has not registered under any other mobile no. or under any other ID document.

Save & Next Cancel

Activate Windows  
Go to Settings to activate Windows.

Information that needs to be filled (mandatory fields) are

### Personal Details of the sender

- a. Customer Name (First Name, Middle Name, Last Name).
- b. Marital Status.
- c. DOB (can fill either in English or in Nepali, will be converted accordingly to the other).
- d. Gender.
- e. Father / Mother / Spouse Name.
- f. Occupation.
- g. Source of Fund.

### Temporary address of the customer

- a. State.
- b. District.
- c. Address (it should be the current address with proper location information of sender).

### Permanent address of the customer

- a. District.
- b. Municipality.
- c. Address (it should be the permanent address details as mentioned in the ID proof)

### Identity Details

- a. ID type.
- b. ID Number.
- c. ID Issue date (can fill either in English or in Nepali, will be converted accordingly to the other).
- d. ID Expiry Date (in case of passport).
- e. ID issue place.
- f. ID Number (Nepalese Citizenship Information if passport is selected in ID Type).
- g. ID issue place (ID issue place of citizenship if passport is selected as ID type).

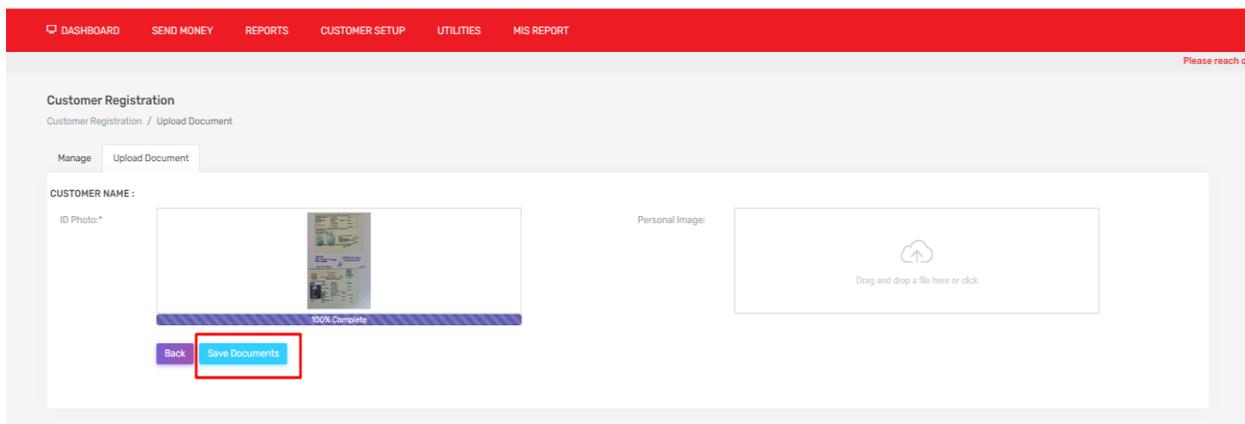
3. Check box should be marked and Save and Next button should be clicked to proceed further.

## Points available at checkbox that the agent needs to confirm are as below

- I hereby declare, that the information filled here in above is correct as per the information provided by the customer.
- The customer has approached me in person for the remittance service.
- The customer is a Nepal Migrant.
- The customer ID document have been verified in original.
- The customer has not registered under any other mobile no, or under any other ID document

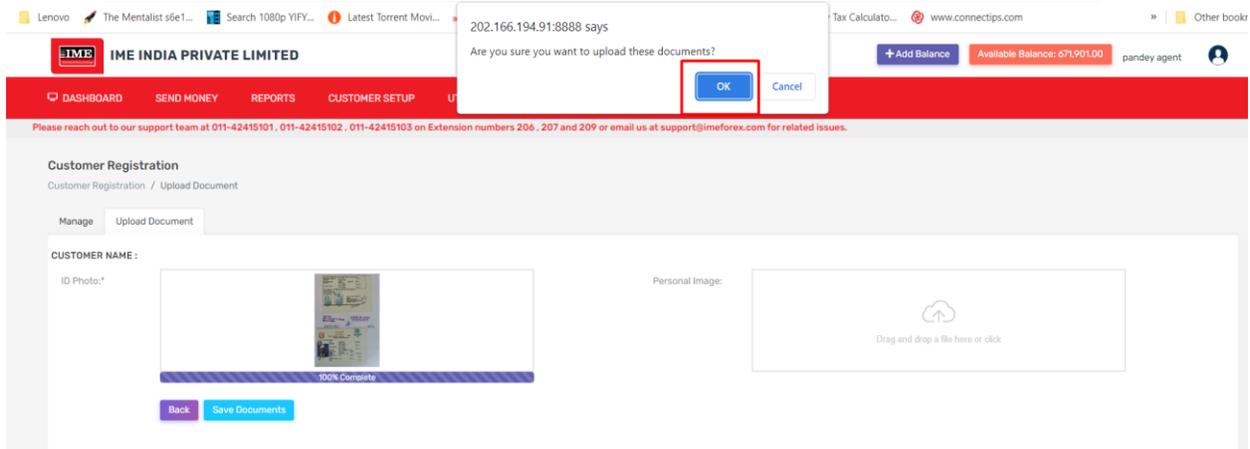
### 4. Upload Document

Agent should now upload the document presented by the customer during registration.

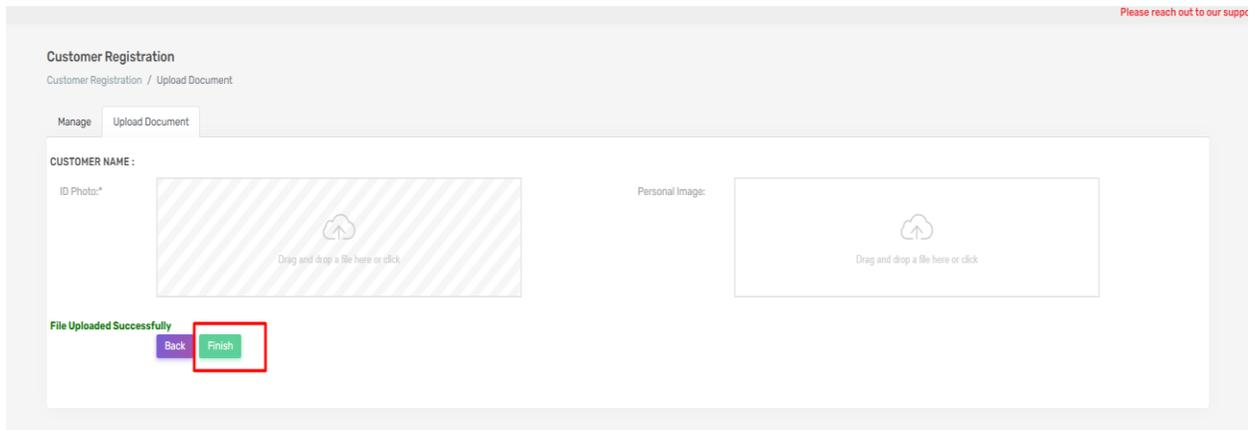


Once the document is uploaded, document should be saved by clicking Save document.

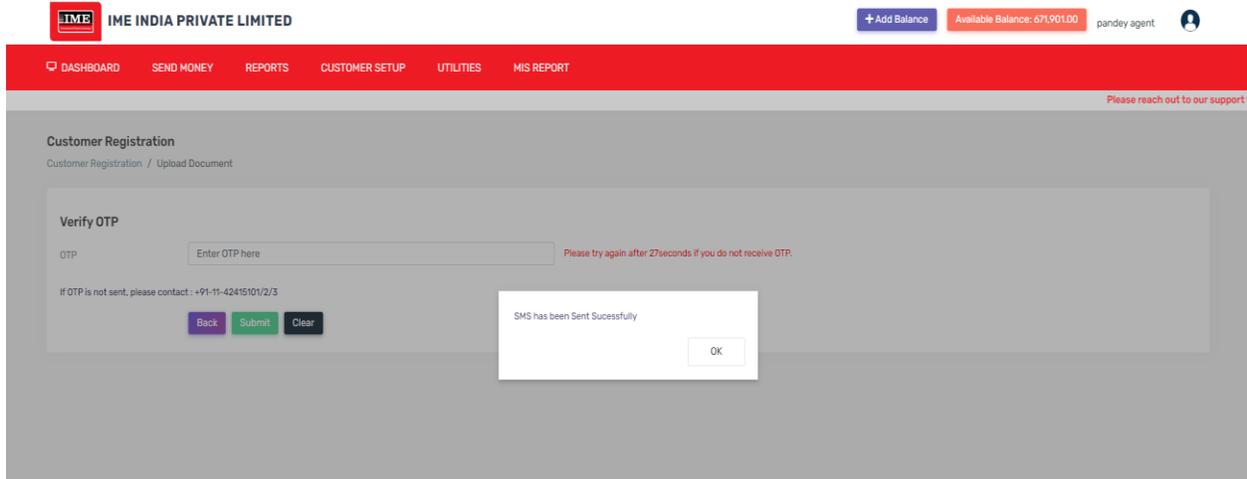
Dialog box appears to confirm if you want to upload this document or not? Click OK.



Document is successfully uploaded. Now the agent must click Finish.

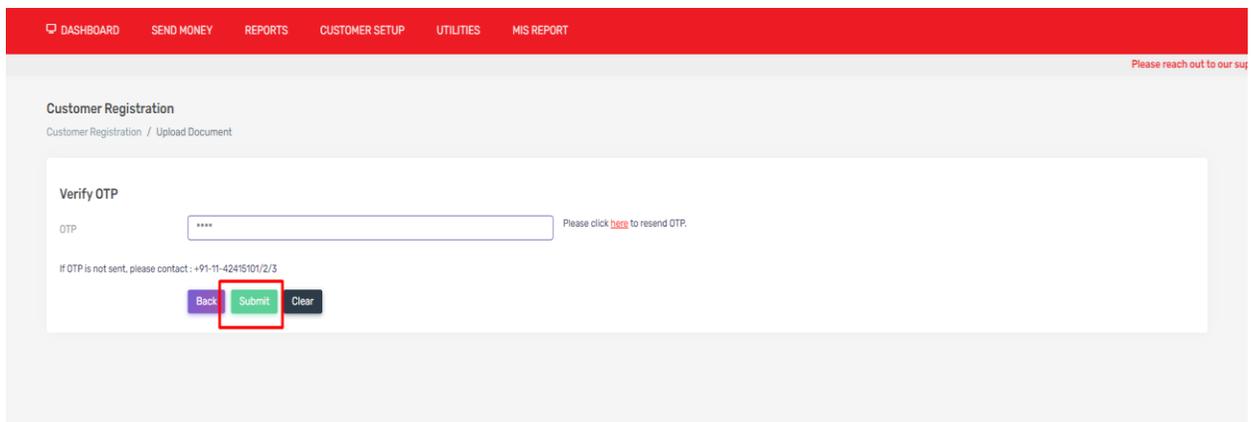


Upon clicking finish button, OTP is fired to customer registered mobile number for confirmation.



## 5. OTP Confirmation

Customer provides the OTP number to agent upon confirmation of the information entered.



After entering the OTP as shared by customer, agent clicks submit and the customer is registered into IME India System with the message Customer enrolled successfully.



Browser tabs: Lenovo, The Mentalist s6e1..., Search 1080p YIFY..., Latest Torrent Movi..., Tax Calculato..., www.connectips.com

Notification: 202.166.194.91:8888 says Customer Enrolled Successfully [OK]

Account: + Add Balance Available Balance: 671,901.00 pandey agent [Profile Icon]

Navigation: DASHBOARD SEND MONEY REPORTS CUSTOMER SETUP UTILITIES MIS REPORT

Footer: Please reach out to our support team at 011-42415101, 011-42415102, 011-42415103 on Extension numbers 206, 207 and 209 or email us at sup

### Customer Registration

Customer Registration / Upload Document

#### Verify OTP

OTP:  Please click [here](#) to resend OTP.

If OTP is not sent, please contact : +91-11-42415101/2/3

Upon enrollment of the customer, below page is displayed where the current status of sender is displayed. Only approved customers are allowed to perform the transaction. Customer transaction count will be based on the transaction allowed and performed during a calendar year.

### Send Money

Send Transaction / Send Indo Nepal Remittance

#### Sender Details

Name: **BHIM SINGH BK** Available number of transaction this fiscal year:

KYC Status: **Pending** Remark: **N/A**

#### Receiver Details

Show  entries Search:

SN	Name	Mobile Number	Relationship	Payout Amount INR	Payout Amount NPR	Action
No data available in table						

Showing 0 to 0 of 0 entries Previous Next

#### Transaction History

Show  entries Search:

SN	Txn Date	Transaction ID	Payment Type	Amount	Txn Charge	Receiver	Status	Payment Status	Receipt
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## Things to be taken care while uploading document of a customer:

- ID document should be clear.
- Photo in ID document should be clear.
- OSV should be done with agent stamp and signature.
- Customer signature is compulsory in the document.
- Information should be filled as per the ID.
- Overwritten document shouldn't be uploaded.
- Photo files should be in jpeg or pdf format with size between 200kb – 500 kb.

## Sample of customer document for reference

### 1. Citizenship ID

Government of Nepal has issued this Citizenship Certificate with following details

Citizenship Certificate No.:	54-01-74-03591	Sex:	Male
Full Name.:	BHIM SING B.K.		
Date of Birth (AD):	Year:1963	Month:MAY	Day:10
Birth Place:	District: Rolpa		
Permanent Address:	R. M. : Sukidaha	Ward No.:	7
	District: Rolpa		
	R. M. : Sukidaha	Ward No.:	7

नेपाल नागरिकता ऐन २०६३ बमोजिम यो नागरिकताको प्रमाणपत्र दिइएको छ ।  
नागरिकता फिस्किम: वंशज  
प्रमाण पत्र बाह्यको दस्तखत:  
(दायाँ) अँगुलको छाप (बायाँ)

प्रमाण पत्र जारी गर्ने अधिकारीको  
दस्तखत:  
नाम थर अनुमन्य बान्स्लोना  
दर्जी सहायक प्रमुख जिल्ला अधिकारी  
जारी मिति: २०७४-०८-०४

यो प्रमाणपत्र कसैको कसै पारुमज्जा नजिकको जिल्ला प्रशासन कार्यालय वा प्रहरी कार्यालयमा सुपरिवेक्षणमा

शुभक शुक्रविना श्रीकरी

OSV Stamp if available otherwise  
**CUSTOMER SEEN. ORIGINAL  
DOCS SEEN & VERIFIED**  
agent stamp will do

Agent Stamp: 8219348819

Agent Signature: [Signature]

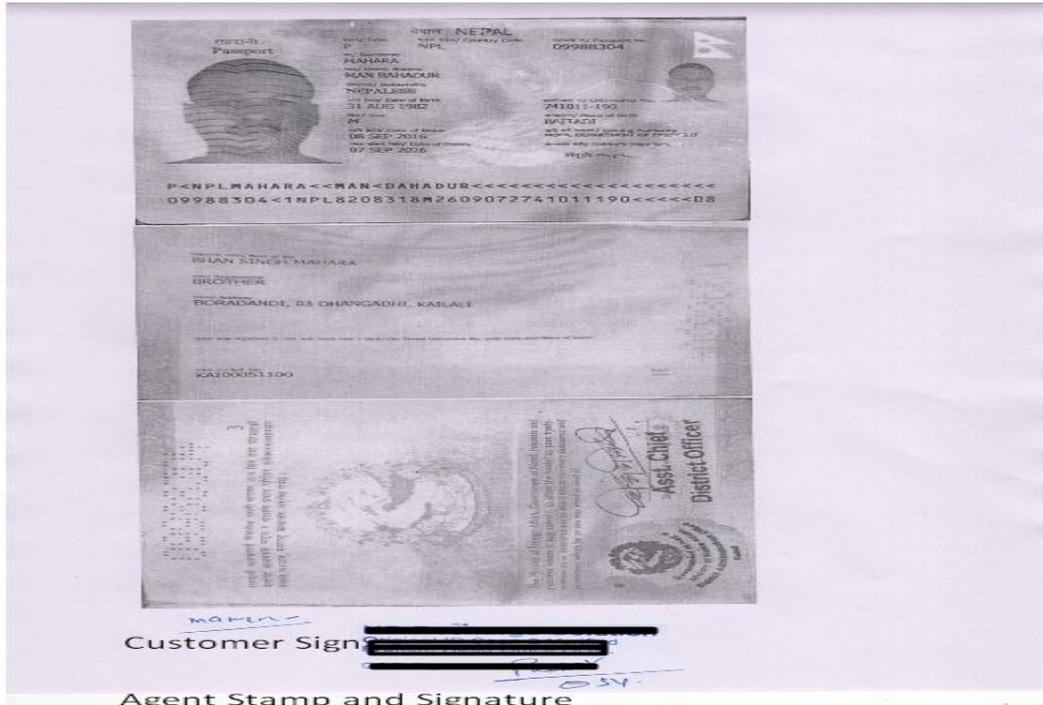
Customer sign: [Signature]

नेपाल सरकार  
गृह मन्त्रालय  
जिल्ला प्रशासन कार्यालय  
नेपाली नागरिकताको प्रमाणपत्र

ना.प्र.नं.: ५४-०१-७४-०३५९१

नाम थर:	श्रीकसिं थि.क.	तिहुंग पुरुष
जन्म स्थान:	जिल्ला: रोल्पा	वडा नं.: ७
स्थायी वासस्थान:	गा.पा.: सुकिदह	वडा नं.: ७
	जिल्ला: रोल्पा	
	गा.पा.: सुकिदह	
जन्म मिति:	साल: २०२० महेन्द्रा. ०१ गते. २७	
आयुको नाम थर:	नन्दलाल कामी	ना.प्र.नं.:
आमाको नाम थर:	सुकिदह गा.पा.-७, रोल्पा	ना.प्र.नं.:
डेगाना:	XXX	ना.प्र.नं.:
पति/पत्नीको नामथर:	XXX	ना.प्र.नं.:
डेगाना:		ना.प्र.नं.:

## 2. Passport ID



In the meanwhile, till the KYC is not approved, Agent can add the beneficiary details.

Add receiver registration as below.

Receiver Registration  
Manage Receiver

Name: \* [First Name] [Middle Name] [Last Name]  
Gender: \* [Select] Relationship: \* [Select]  
Contact Number: \* [Mobile No] Country: \* [Nepal]  
District: \* [Select] State: \* [Select]  
Municipality/VDC: \* [Select] Preferred Payment Type: [Bank Deposit]  
Bank Name: \* [Select] Bank Branch: \* [Select] [Manage Receiver]  
Account No.: \* [ ] Purpose of Transaction: \* [Family Maintenance]  
Is Active: \* [Yes]

By Clicking the check box, I accept the below declaration.  
1. I hereby declare, that the information filled herein above is correct as per the information provided by the customer.

[Submit] [Cancel]

[Add]

Once beneficiary is added and KYC is approved, Agent can proceed to transfer the Money.

IME INDIA PRIVATE LIMITED

Back To SSO

RAJCOMP INFO SERVICES LTD - HEAD OFFICE

DASHBOARD SEND MONEY

### Send Money

Send Transaction / Send Indo Nepal Remittance

**Sender Details**

Name: [Redacted] KYC Status: **Approved** Remark:

Available number of transaction this fiscal year :12/12

**Receiver Details**

Show 10 entries Search: [Input]

+Add

IME INDIA PRIVATE LIMITED

Back To SSO

RAJCOMP INFO SERVICES LTD - HEAD OFFICE

DASHBOARD SEND MONEY

### Send Money

Send Transaction / Send Indo Nepal Remittance

**Sender Details**

Name: [Redacted] KYC Status: **Approved** Remark:

Available number of transaction this fiscal year :12/12

**Receiver Details**

Show 10 entries Search: [Input]

SN	Name	Mobile Number	Relationship	Collect Amount INR	Payout Amount NPR	Service Charge	Payout Amount INR	Action
1	[Redacted]	[Redacted]	[Redacted]	1000	1280.00	200.00	800.00	[Add]

**IME INDIA PRIVATE LIMITED** Back To SSO Emitra-HO

**DASHBOARD SEND MONEY**

### Send Money

Send Transaction / Send Indo Nepal Remittance

#### Transaction Summary

<b>Sender Details</b>		<b>Receiver Details</b>	
Sender Name :	Hayat Singh Aswal	Receiver Name :	karnveer sirohi
Mobile Number :	9953578263	Mobile Number :	9953578263
Address :	Bhadrapur Municipality,Jhapa ,State 1 ,Nepal	Address :	Barhadashi Rural Municipality ,Jhapa Nepal

Amount to be collected in Indian Rupees :	<b>INR 1000.00</b>
Service Charge :	INR 100.00
Amount to be remitted in Indian Rupees :	<b>INR 900.00</b>
Exchange Rate :	1.60
Payout Amount in Nepalese Rupees :	<b>NPR 1440.00</b>
Payment Mode :	Cash Payment
Purpose Of Remittance :	Family Maintenance
Source Of Fund :	Salary

By Clicking the check box, I accept the below Declaration.

1. I hereby declare, that the information filled here in above is correct as per the information provided by the customer.
2. The customer has approached me in person for the remittance service.
3. The customer is a Nepal Migrant.
4. The customer ID document have been verified in original.
5. The customer has not registered under any other mobile no. or under any other ID document

**Submit** **Back**

There are two payment mode 1: - Cash Payment and 2: - Bank Deposit.

**IME INDIA PRIVATE LIMITED** Back To SSO Emitra-HO

**DASHBOARD SEND MONEY**

### Send Money

Send Transaction / Send Indo Nepal Remittance

#### Transaction Summary

<b>Sender Details</b>		<b>Receiver Details</b>	
Sender Name :	Hayat Singh Aswal	Receiver Name :	karnveer sirohi
Mobile Number :	9953578263	Mobile Number :	9953578263
Address :	Bhadrapur Municipality,Jhapa ,State 1 ,Nepal	Address :	Barhadashi Rural Municipality ,Jhapa Nepal

Amount to be collected in Indian Rupees :	<b>INR 1000.00</b>
Service Charge :	INR 100.00
Amount to be remitted in Indian Rupees :	<b>INR 900.00</b>
Exchange Rate :	1.60
Payout Amount in Nepalese Rupees :	<b>NPR 1440.00</b>
Payment Mode :	Cash Payment
Purpose Of Remittance :	Cash Payment
Source Of Fund :	Salary

By Clicking the check box, I accept the below Declaration.

1. I hereby declare, that the information filled here in above is correct as per the information provided by the customer.
2. The customer has approached me in person for the remittance service.
3. The customer is a Nepal Migrant.
4. The customer ID document have been verified in original.
5. The customer has not registered under any other mobile no. or under any other ID document

**Submit** **Back**

Once we have submitted after accepting the declaration then customer will receive OTP on his registered mobile no when he/she needs to share with agent. Enter OTP and Click proceed.

**Transaction Summary**

**Sender Details**

Sender Name : Hayat Singh Aswal  
 Mobile Number : 9953578263  
 Address : Bhadrapur Municipality, Jhapa, State 1, Nepal

**Receiver Details**

Receiver Name : Karnveer Sirohi  
 Mobile Number : 9953578263  
 Address : Barhadashi Rural Municipality, Jhapa, Nepal

**Amount to be collected in Indian Rupees :**  
**Service Charge :**  
**Amount to be remitted in Indian Rupees :**  
**Exchange Rate :**  
**Payout Amount in Nepalese Rupees :** **NPR 1440.00**  
**Payment Mode :** Cash Payment  
**Purpose Of Remittance :** Family Maintenance  
**Source Of Fund :** Salary

By Clicking the check box, I accept the below Declaration.

- I hereby declare, that the information filled here in above is correct as per the information provided by the customer.
- The customer has approached me in person for the remittance service.
- The customer is a Nepal Migrant.
- The customer ID document have been verified in original.
- The customer has not registered under any other mobile no, or under any other ID document

**Enter OTP**

OTP

Please try again after 17 seconds if you do not receive OTP.

If OTP is not sent, please contact : +91-120-4799200 **Proceed** **Cancel**

**Submit** **Back**

Below page will display i.e. transaction receipt with all the details mentioned. Now Customer can share the details to beneficiary to receive the payment at IME Nepal.

**Transaction Receipt**

<b>IME Control No :</b>	51007001066	<b>Transaction Date :</b>	1/7/2023 5:25:26 PM
<b>Sender Name :</b>	Hayat Singh Aswal	<b>Receiver Name :</b>	KARNVEER SIROHI
<b>Contact No :</b>	9953578263	<b>Relation With Sender :</b>	Brother
<b>Address :</b>	india sector 62 Road no 40A, latmanau, jhapa, nepal, siral ooswerraficv	<b>Payment Type :</b>	Cash Payment
<b>Collected Amount :</b>	INR 1,000.00	<b>Payout Amount :</b>	NPR 1,440.00
<b>Charge Amount :</b>	INR 100.00		
<b>Transfer Amount :</b>	INR 900.00		
<b>Emitra Tran Id :</b>	23000204853		
<b>Payout Amount in words :</b>	NPR One Thousand Four Hundred Forty Rupees only		

**TERMS AND CONDITIONS OF INDO NEPAL MONEY TRANSFER SERVICE**

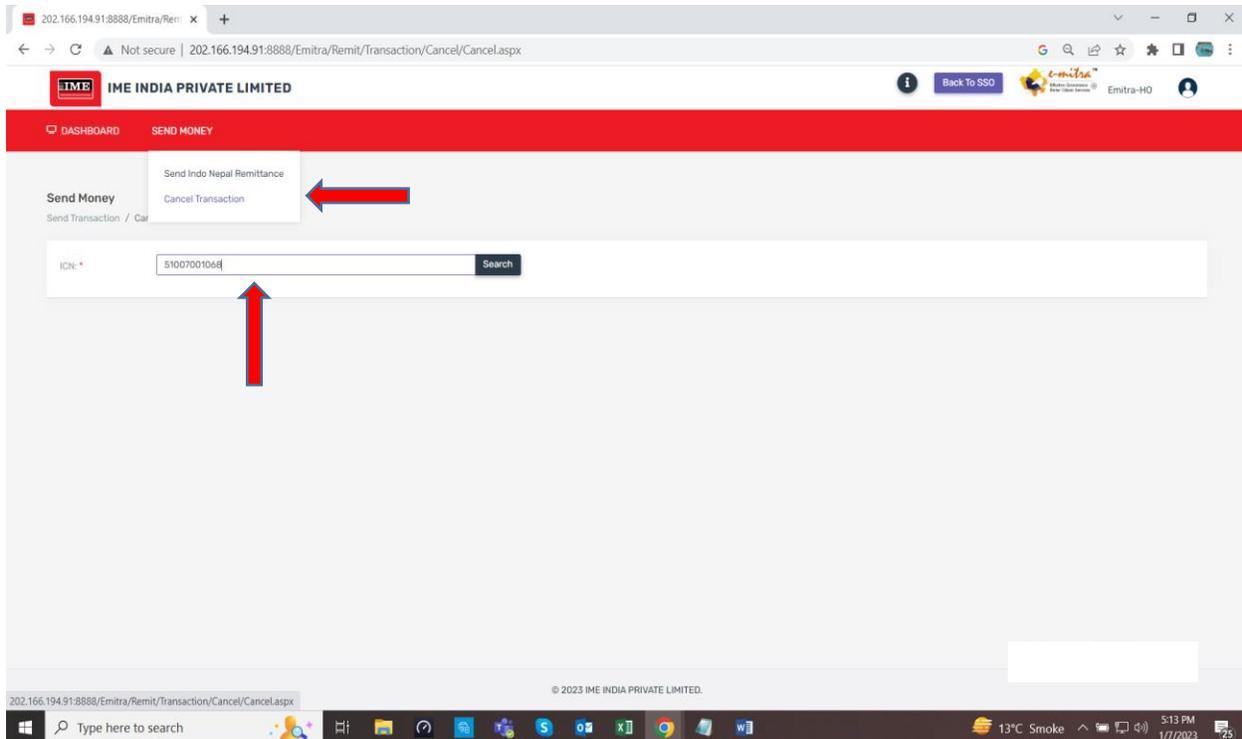
- The above transaction is subject to the following:
- The Payment is executed by RBI, Bank Limited and IME INDIA PRIVATE LIMITED as per the Reserve Bank of India guidelines on Indo Nepal Remittance Service.
- The customer alone shall be responsible for the accuracy of the particulars given in the payment order issued by the customer and shall be liable to compensate the Bank or IME Force for any loss arising on account of any error in the payment order. The Bank, IME INDIA PRIVATE LIMITED shall not be responsible for any loss caused to the customer/ the beneficiary in case funds are transferred to wrong beneficiary account, failure of transaction of fraudulent transaction because of furnishing of wrong details by the customer.
- The payment order shall become irrevocable once it is paid to the Beneficiary.
- The Bank and IME INDIA PRIVATE LIMITED is not bound by any notice of revocation.
- The PIN/ ICN No. is confidential and should only be disclosed to the interested beneficiary.
- Credit to the Beneficiary Bank account will take place within 1 working days (24 hours). Under no circumstances whatsoever, will the Bank or IME INDIA PRIVATE LIMITED will be held responsible for delay in crediting the amount to the beneficiary's Bank account.
- The beneficiary needs to collect payment within 7 days from the date of transaction as per RBI guidelines. In case of non-payment to the beneficiary for any reason whatsoever, the customer will receive a SMS with an OTP that he needs to present to at the agent's office to get the amount.
- The receipt is subject to terms and conditions, privacy policy and terms of use detailed in the website <http://www.imeindia.com> and shall be binding on the customer for each transaction.
- All issues arising out of the transaction are subject to the Jurisdiction of the courts at Mumbai.
- For any queries please call us at +91-120-4799200 or send us an email at [support@imeindia.com](mailto:support@imeindia.com).

This is a computer-generated receipt and does not require a signature.

## Transaction cancellation process.

**Kindly Note:** - If customer wants to cancel the transaction due to any reasons, then customer will receive the amount after deducting the service charges i.e. ₹ 200/- per transaction.

Customer has to share the IME ICN number to Agent and Agent have to select Cancel Transaction tab under Send Money and input ICN Number and click search.



Below page will open where after customer confirmation, agent can cancel the transaction. To finish the process customer will receive OTP for cancel transaction.

**Send Money**  
Send Transaction / Cancel Transaction

ICR:  Search

<b>Sender Details</b>		<b>Receiver Details</b>
Name: Hayat Singh Aswal		Name: KARNVEER SIROHI
Gender: Male		Gender: Male
Address: noida sector 62 float no 404, katmandu, jhapa, nepal, sirol oosewerofdcv		Address: Barhadashi Rural Municipality ,Jhapa Nepal
Country: India		Country: NEPAL
Contact No: 9953578263		Contact No: 9953578263
Id Type: Citizenship		Relationship with sender: Brother
Email:		

<b>Transaction Details</b>	
Amount to be Refund :	INR 900.00
Service Charge :	INR 100.00
Total Amount Collected in Indian Rupees :	INR 1,000.00
Exchange Rate :	1.00
Payout Amount in Nepalese Rupees :	NPR 1,440.00
Sending Branch :	Emitra-HD
Transfer Type :	Cash Payment
Purpose Of Remittance :	Family Maintenance
Source Of Fund :	Salary

Activate Windows  
Go to Settings to activate Windows.

Cancel Back

**Send Money**  
Send Transaction / Cancel Transaction

ICR:  Search

<b>Sender Details</b>		<b>Receiver Details</b>
Name: Hayat Singh Aswal		Name: KARNVEER SIROHI
Gender: Male		Gender: Male
Address: noida sector 62 float no 404, katmandu, jhapa, nepal, sirol oosewerofdcv		Address: Barhadashi Rural Municipality ,Jhapa Nepal
Country: India		Country: NEPAL
Contact No: 9953578263		Contact No: 9953578263
Id Type: Citizenship		Relationship with sender: Brother
Email:		

<b>Transaction Details</b>	
Amount to be Refund :	INR 900.00
Service Charge :	INR 100.00
Total Amount Collected in Indian Rupees :	INR 1,000.00
Exchange Rate :	1.00
Payout Amount in Nepalese Rupees :	NPR 1,440.00
Sending Branch :	Emitra-HD
Transfer Type :	Cash Payment
Purpose Of Remittance :	Family Maintenance
Source Of Fund :	Salary

Activate Windows  
Go to Settings to activate Windows.

Cancel Back

Button is disabled for 25 seconds

**Cancel Transaction**

Are you sure you want to cancel the transaction?

Reason

Sender Has Cancel by themselves

OTP

Enter OTP

Please try again after 23 seconds if you do not receive OTP.

If OTP is not sent, please contact : +91-120-479200

Proceed
Cancel



IME INDIA PRIVATE LIMITED

DASHBOARD SEND MONEY

### Send Money

Send Transaction / Cancel Transaction

ICIN: 51007001068

Sender Details		Receiver Details	
Name:	Hayat Singh Aswal	Name:	KARIVEER SIRDHI
Gender:	Male	Gender:	Male
Address:	noids sector 62 float no 404, katmandu, jhapa, nepal, siroll ooewserrofdcv	Address:	Barhadashi Rural Municipality ,Jhapa Nepal
Country:	India		NEPAL
Contact No:	9953578263		9953578263
Id Type:	Citizenship		Brother
Email:			

Transaction cancellation request has been submitted successfully

Transaction Details	
Amount to be Refund :	INR 900.00
Service Charge :	INR 100.00
Total Amount Collected in Indian Rupees :	INR 1,000.00
Exchange Rate :	1.60
Payout Amount in Nepalese Rupees :	NPR 1,440.00
Sending Branch :	Emitra-HO
Transfer Type :	Cash Payment
Purpose Of Remittance :	Family Maintenance
Source Of Fund :	Salary

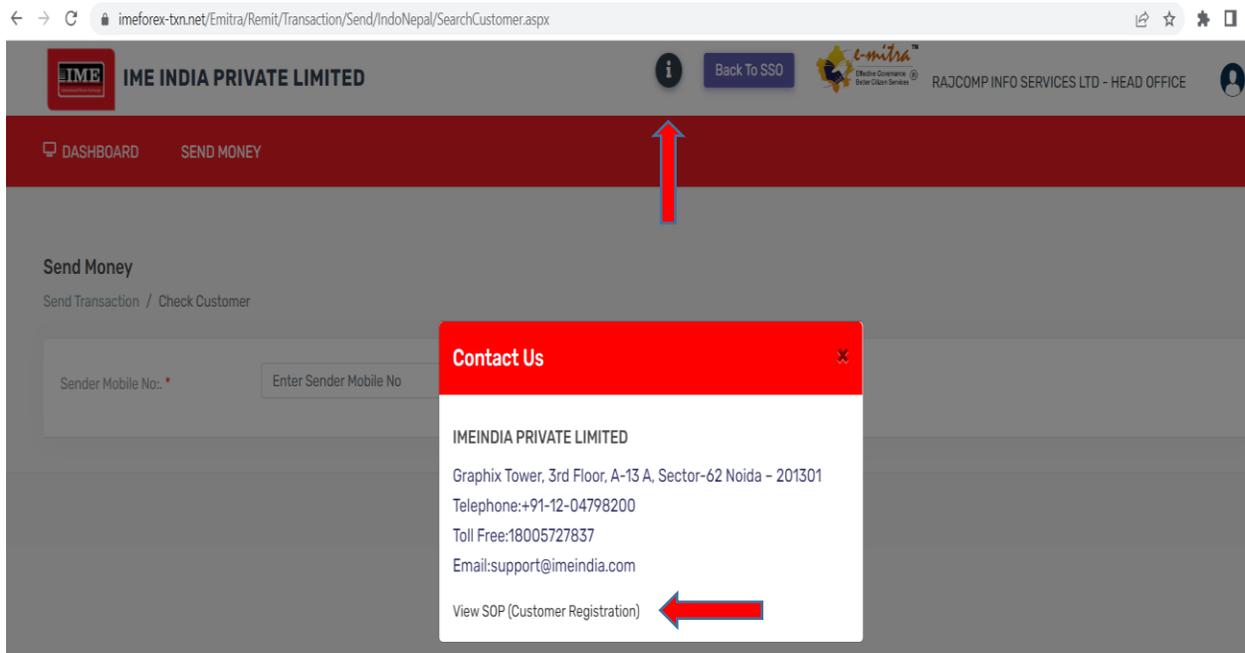
Button is disabled for 10 seconds

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**Important Note to Agent for Cancellation of transaction: -**

**Do not return amount to Customer till cancelation status at IME portal is not updated and customer will not receive cancellation message from IME India.**

Click icon to see the contact details.



The screenshot shows a web browser window with the URL [imeforex-bxn.net/Emitra/Remit/Transaction/Send/IndoNepal/SearchCustomer.aspx](http://imeforex-bxn.net/Emitra/Remit/Transaction/Send/IndoNepal/SearchCustomer.aspx). The page header includes the IME India Private Limited logo, a 'Back To SSO' button, and the e-mitra logo. The main navigation bar contains 'DASHBOARD' and 'SEND MONEY'. The 'Send Money' section is active, showing a 'Send Transaction / Check Customer' link and a form for 'Sender Mobile No.'. A 'Contact Us' modal box is open, displaying the following information:

**Contact Us**

IMEINDIA PRIVATE LIMITED  
Graphix Tower, 3rd Floor, A-13 A, Sector-62 Noida - 201301  
Telephone:+91-12-04798200  
Toll Free:18005727837  
Email:support@imeindia.com  
[View SOP \(Customer Registration\)](#)

### **Important Note**

- Maximum ₹ 50,000/- per transaction including service charges.
- Maximum 12 transactions per Remitter per annum.
- Maximum 3 transactions in a day or in a Month.
- Maximum 6 transactions in 6 Month.
- Service charges will not be returned in case of Cancellation of transaction.

### **Service Charges & Commission Structure**

- INR 200/- service charge inclusive of taxes per transaction.
- INR 70/- inclusive of taxes RISL Commission per transaction