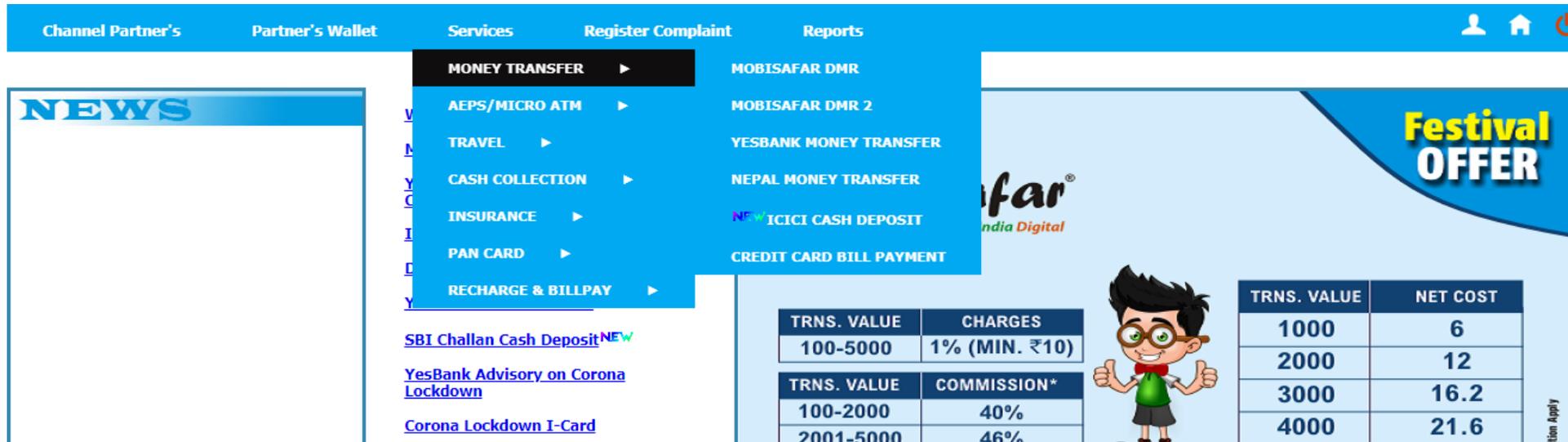


INDO NEPAL MONEY TRANSFER- PRABHU MONEY TRANSFER

Step 1: Select Services from Menu



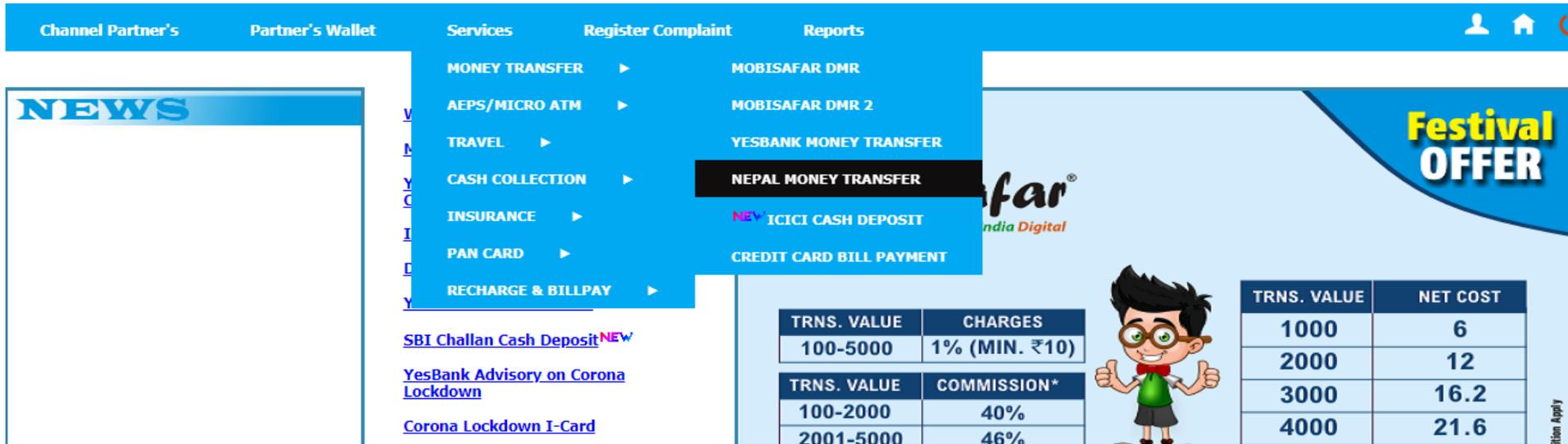
The screenshot shows the Mobisafar web interface. The top navigation bar includes 'Channel Partner's', 'Partner's Wallet', 'Services', 'Register Complaint', and 'Reports'. The 'Services' menu is expanded, showing options like 'MONEY TRANSFER', 'AEPS/MICRO ATM', 'TRAVEL', 'CASH COLLECTION', 'INSURANCE', 'PAN CARD', and 'RECHARGE & BILLPAY'. Below the menu, there are links for 'SBI Challan Cash Deposit', 'YesBank Advisory on Corona Lockdown', and 'Corona Lockdown I-Card'. A 'Festival OFFER' banner is visible, along with a table showing transaction values and charges/commisions.

TRNS. VALUE	CHARGES
100-5000	1% (MIN. ₹10)

TRNS. VALUE	COMMISSION*
100-2000	40%
2001-5000	46%

TRNS. VALUE	NET COST
1000	6
2000	12
3000	16.2
4000	21.6

Step 2: Select Nepal Money Transfer under the tab of Money Transfer



The screenshot shows the Mobisafar website interface. The top navigation bar includes 'Channel Partner's', 'Partner's Wallet', 'Services', 'Register Complaint', and 'Reports'. The 'Services' dropdown menu is open, highlighting 'NEPAL MONEY TRANSFER'. Other services listed include MONEY TRANSFER, AEPS/MICRO ATM, TRAVEL, CASH COLLECTION, INSURANCE, PAN CARD, and RECHARGE & BILLPAY. Below the menu, there are links for 'SBI Challan Cash Deposit', 'YesBank Advisory on Corona Lockdown', and 'Corona Lockdown I-Card'. A 'Festival OFFER' banner is visible on the right, featuring a cartoon character and two tables of charges and commissions.

TRNS. VALUE	CHARGES
100-5000	1% (MIN. ₹10)

TRNS. VALUE	COMMISSION*
100-2000	40%
2001-5000	46%

TRNS. VALUE	NET COST
1000	6
2000	12
3000	16.2
4000	21.6

Item Apply

Step 3: Enter 10 digit sender mobile number below and press Search.

Channel Partner's Partner's Wallet Services Register Complaint Reports

Nepal Money Transfer

How to initiate Nepal Money Transfer

- > Please enter 10 digit sender mobile number as mentioned below.
- > If entered mobile number is not register then you have to register first with Sender Id Proof
- > Sender Mobile Number will verify with OTP while adding beneficiary.
- > After successfully added beneficiary click to paynow.

Search Sender

Enter Sender Mobile(10 Digit)*

[Download Sender Mobile Change Application Form](#)

prabhu
Money Transfer

Search **Reset** **Live Status/Re-Print**

 Mobisafar Services Private Limited
Customer Care No. from 9AM to 6PM: 0161-5015050(Mon-Sat) | Support care email: care@mobisafar.com | Emergency call: Contact your Area Manager

Step 4: On First step we need to register Sender's mobile number, Enter Sender details as below

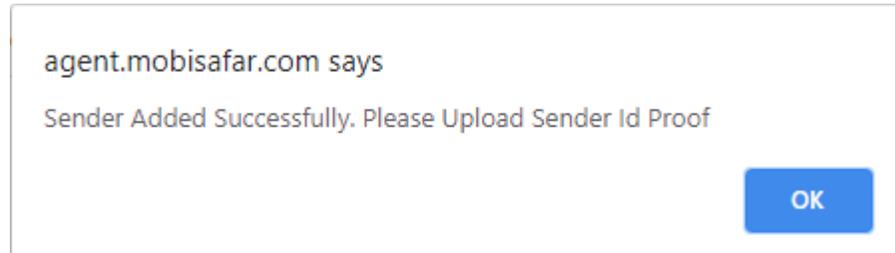
Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports
Sender Registration				
Your mobile is not registered to nepal money remittance service. Kindly register first.				
Sender Mobile Number	8810428076	Sender Name*	<input type="text"/>	
Sender Gender*	<input checked="" type="radio"/> Male <input type="radio"/> Female	Sender DOB*	<input type="text"/> 	
Sender Id Type*	--Select-- <input type="button" value="v"/>	Sender Id Number*	<input type="text"/>	
Income Source*	Salary <input type="button" value="v"/>	Sender Nationality*	Nepalese <input type="button" value="v"/>	
State*	--Select-- <input type="button" value="v"/>	District*	--Select-- <input type="button" value="v"/>	
Sender Address*	<input type="text"/>			
OTP*	<input type="text"/>	Send OTP		

Step 5: Enter Sender details as below and Press Send OTP, OTP will be received on Sender' number. Enter OTP and Press Submit

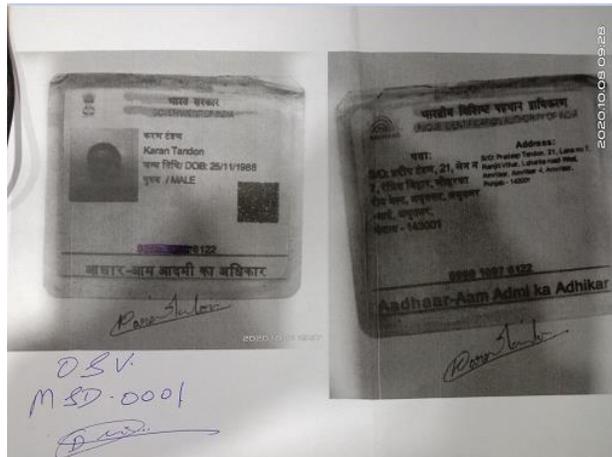
- 1.) Sender Name
- 2.) Gender
- 3.) Sender Date of Birth
- 4.) Sender ID type and Sender id Number (Aadhar Number , Driving license number)
- 5.) Income Source
- 6.) Complete address of Sender

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports			
Sender Registration							
Your mobile is not registered to nepal money remittance service. Kindly register first.							
Sender Mobile Number	8810428076	Sender Name*	Karan Tandon				
Sender Gender*	<input checked="" type="radio"/> Male <input type="radio"/> Female	Sender DOB*	25/11/1988				
Sender Id Type*	Aadhaar Card	Sender Id Number*	596810976122				
Income Source*	Salary	Sender Nationality*	Nepalese				
State*	Punjab	District*	Amritsar				
Sender Address*	21, Lane 7, Ranjit Vihar Loharka road Amritsar						
OTP*	<input type="text"/> Send OTP						
Submit		Cancel					

Step 6: Sender has been added Successfully, Now Please upload self attested Sender ID Proof)



Sample of Self Attested Sender ID Proof



Step 7: Press the tab “Choose file” and upload the Document. Press Submit

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports
Sender Registration				
Your mobile is not registered to nepal money remittance service. Kindly register first.				
Sender Mobile Number	8810428076	Sender Name*	Karan Tandon	
Sender Gender*	<input checked="" type="radio"/> Male <input type="radio"/> Female	Sender DOB*	25/11/1988	
Sender Id Type*	Aadhaar Card	Sender Id Number*	596810976122	
Income Source*	Salary	Sender Nationality*	Nepalese	
State*	Punjab	District*	Amritsar	
Sender Address*	21, Lane 7, Ranjit Vihar Loharka road Amritsar			
Upload Sender Id Proof Document(.jpg, .pdf)[Max 1MB]*	<input type="button" value="Choose File"/> No file chosen	Note: Please make sure that Sender ID must fulfill address proof (i.e., Aadhaar card, Driving License, Nepalese Citizenship, Nepalese Voter ID or Nepalese Passport). Indian Passport, Indian Voter ID and Pan Card are not acceptable as address proof for Indo-Nepal Remittance. ID & Address proof both sided copy required in single upload		

Submit

Cancel

Step 8: Document has been uploaded, Press OK

agent.mobisafar.com says

Document has been uploaded successfully

OK

Step 9: Now wait for Sender to be Verified by Prabhu Money

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports			
Sender Details							
Mobile Number	8810428076	Name	KARAN TANDON				
ID Type	Aadhaar Card	ID Number	XXXXXXXX6122				
DOB(DD/MM/YYYY)	25/11/1988	Address	21, Lane 7, Ranjit Vihar Loharka road Amritsar				
Check Txn Count Used	Shown Used Txn Count	Transaction Allowed(in Count)	Day: 3, Month: 5, Year: 12				
Sender Verified Status	Unverified						
Sender Id Type(Re-Upload)*	<input type="text" value="--Select--"/>	Id Proof Document(.jpg, .pdf)[Max 1MB]*	<input type="button" value="Choose File"/>	No file chosen	<input type="button" value="Upload"/>		

**Note: To Start transaction Sender Status Should be verified Yes. If not verified please call to +91-11-47084942 / +91-11-47084042 / +91-11-43550035 / +91-11-43553135
Indo Nepal Mobisafar support 9875957205 (Monday to Saturday 9AM to 6 PM)**

[Add New Beneficiary](#) [Back to Sender Search](#)

- For Urgent support, Please co-ordinate with below numbers
011-47084042, 011-47084942, 011-43553135, 9875957205 (9 AM to 6 PM)

Step 10: Press Add new beneficiary

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports
Sender Details				
Mobile Number	8810428076	Name	KARAN TANDON	
ID Type	Aadhaar Card	ID Number	XXXXXXXX6122	
DOB(DD/MM/YYYY)	25/11/1988	Address	21, Lane 7, Ranjit Vihar Loharka road Amritsar	
Check Txn Count Used	Shown Used Txn Count	Transaction Allowed(in Count)	Day: 3, Month: 5, Year: 12	
Sender Verified Status	Unverified			
Sender Id Type(Re-Upload)*	--Select--	Id Proof Document(.jpg, .pdf)[Max 1MB]**	Choose File	No file chosen Upload

Note: To Start transaction Sender Status Should be verified Yes. If not verified please call to +91-11-47084942 / +91-11-47084042 / +91-11-43550035 / +91-11-43553135 Indo Nepal Mobisafar support 9875957205 (Monday to Saturday 9AM to 6 PM)

[Add New Beneficiary](#) [Back to Sender Search](#)

Beneficiary Details			
Beneficiary Mobile(10 Digit)*	<input type="text"/>	Beneficiary Name*	<input type="text"/>
Beneficiary Address*	<input type="text"/>	Beneficiary Gender*	<input checked="" type="radio"/> Male <input type="radio"/> Female
Relationship with Beneficiary*	--Select--	Payment Mode*	Cash Payment
Bank Name*	PRABHU BANK LIMITED	Branch Name*	ANYWHERE PAYMENT IN NEPAL
Beneficiary Account(Optional for Cash Payment)	<input type="text"/>		
Enter OTP*	<input type="text"/>	Click here to get OTP(Max allow 2 attempts)	

[Submit](#) [Cancel](#)

Step 11: Enter Beneficiary details

Beneficiary Details			
Beneficiary Mobile(10 Digit)*	<input type="text"/>	Beneficiary Name*	<input type="text"/>
Beneficiary Address*	<input type="text"/>	Beneficiary Gender*	<input checked="" type="radio"/> Male <input type="radio"/> Female
Relationship with Beneficiary*	--Select--	Payment Mode*	Cash Payment
Bank Name*	PRABHU BANK LIMITED	Branch Name*	ANYWHERE PAYMENT IN NEPAL
Beneficiary Account(Optional for Cash Payment)	<input type="text"/>		
Enter OTP*	<input type="text"/>	Click here to get OTP(Max allow 2 attempts)	

Submit

Cancel

Step 12: Enter Beneficiary Number, Name, Address and Payment Mode

Beneficiary Details			
Beneficiary Mobile(10 Digit)*	9958539270	Beneficiary Name*	Karan Tandon
Beneficiary Address*	Bhaktapur	Beneficiary Gender*	<input checked="" type="radio"/> Male <input type="radio"/> Female
Relationship with Beneficiary*	Son	Payment Mode*	Account Deposit
Bank Name*	BANK OF KATHMANDU LTD.	Branch Name*	HEAD OFFICE Kamalpokhari, Kathmandu
Beneficiary Bank Branch Code*	96809615		
Beneficiary Account(Optional for Cash Payment)*	123456789		
Enter OTP*	<input type="text"/>	Click here to get OTP(Max allow 2 attempts)	

Step 13: In Case of Account Deposit, Please select Bank Name and Enter Beneficiary Account details

Beneficiary Details			
Beneficiary Mobile(10 Digit)*	<input type="text" value="9958539270"/>	Beneficiary Name*	<input type="text" value="Karan Tandon"/>
Beneficiary Address*	<input type="text" value="Bhaktapur"/>	Beneficiary Gender*	<input checked="" type="radio"/> Male <input type="radio"/> Female
Relationship with Beneficiary*	<input type="text" value="Son"/>	Payment Mode*	<input type="text" value="Account Deposit"/>
Bank Name*	<input type="text" value="BANK OF KATHMANDU LTD."/>	Branch Name*	<input type="text" value="HEAD OFFICE"/> Kamalpokhari, Kathmandu
Beneficiary Bank Branch Code*	<input type="text" value="96809615"/>		
Beneficiary Account(Optional for Cash Payment)*	<input type="text" value="123456789"/>		
Enter OTP*	<input type="text"/>		Click here to get OTP(Max allow 2 attempts)

Step 14: In Case of Cash Payment, Please select Payment Mode as Cash Payment and Press “Get OTP” to receive an OTP

Beneficiary Details			
Beneficiary Mobile(10 Digit)*	<input type="text" value="9958539270"/>	Beneficiary Name*	<input type="text" value="Karan Tandon"/>
Beneficiary Address*	<input type="text" value="Bhaktapur"/>	Beneficiary Gender*	<input checked="" type="radio"/> Male <input type="radio"/> Female
Relationship with Beneficiary*	<input type="text" value="Son"/>	Payment Mode*	<input type="text" value="Cash Payment"/>
Bank Name*	<input type="text" value="PRABHU BANK LIMITED"/>	Branch Name*	<input type="text" value="ANYWHERE PAYMENT IN NEPAL"/>
Beneficiary Account(Optional for Cash Payment)	<input type="text"/>		
Enter OTP*	<input type="text"/>	Click here to get OTP(Max allow 2 attempts)	

Step 15: Enter the OTP received on beneficiary' number and Press Submit

Beneficiary Details			
Beneficiary Mobile(10 Digit)*	<input type="text" value="9958539270"/>	Beneficiary Name*	<input type="text" value="Karan Tandon"/>
Beneficiary Address*	<input type="text" value="Bhaktapur"/>	Beneficiary Gender*	<input checked="" type="radio"/> Male <input type="radio"/> Female
Relationship with Beneficiary*	<input type="text" value="Son"/>	Payment Mode*	<input type="text" value="Cash Payment"/>
Bank Name*	<input type="text" value="PRABHU BANK LIMITED"/>	Branch Name*	<input type="text" value="ANYWHERE PAYMENT IN NEPAL"/>
Beneficiary Account(Optional for Cash Payment)	<input type="text"/>		
Enter OTP*	<input type="text" value="208250"/>		Click here to get OTP(Max allow 2 attempts)

Beneficiary Added Successfully

agent.mobisafar.com says

Bene Added Successfully. Please proceed to payment

OK

Step 16: Once the Sender gets Verified and Beneficiary details has been added, Press “Pay-now” Tab make a payment

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports					
Sender Details									
Mobile Number	8810428076	Name	KARAN TANDON						
ID Type	Aadhaar Card	ID Number	XXXXXXXX6122						
DOB(DD/MM/YYYY)	25/11/1988	Address	21, Lane 7, Ranjit Vihar Loharka road Amritsar						
Check Txn Count Used	Shown Used Txn Count	Transaction Allowed(in Count)	Day: 3, Month: 5, Year: 12						
Sender Verified Status	Verified								
<p>Note: To Start transaction Sender Status Should be verified Yes. If not verified please call to +91-11-47084942 / +91-11-47084042 / +91-11-43550035 / +91-11-43553135 Indo Nepal Mobisafar support 9875957205 (Monday to Saturday 9AM to 6 PM)</p>									
Add New Beneficiary Back to Sender Search									
List of Beneficiary									
Bene Name	Mobile	Bank Name	Branch	Acc Number	PaymentMode	Gender	Relationship	Address	Payment
KARAN TANDON	9841306857				Cash Payment	Male	Son	Bhaktapur	paynow

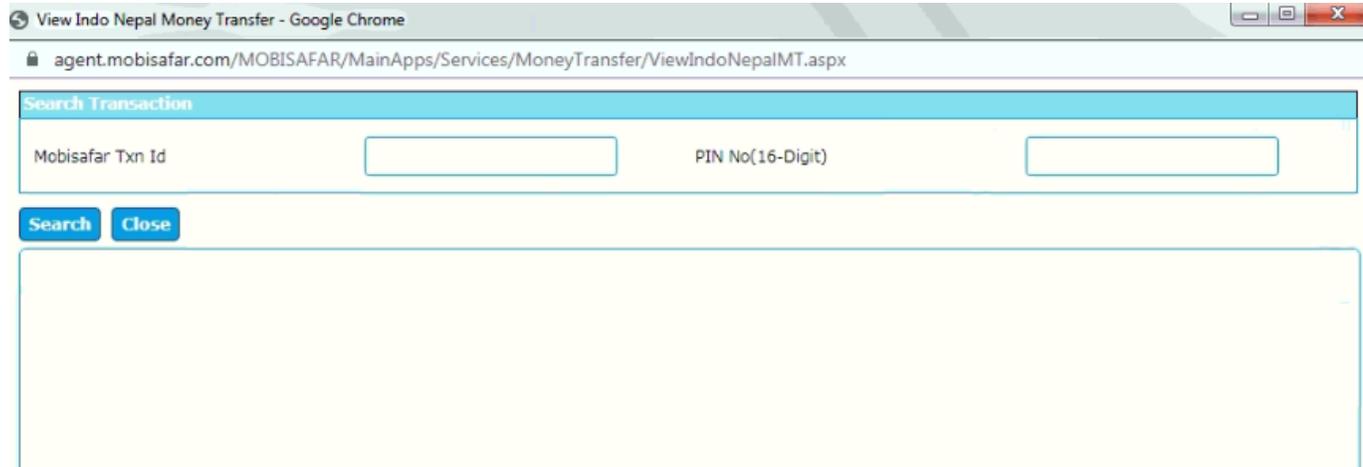
Step 17: Transaction Result, now click on Download Transaction Slip

Channel Partner's	Partner's Wallet	Services	Register Complaint	Reports
Transaction Result				
Sender Mob	9958539270			
Bene Mob	7042668166			
Mobisafar TxnId	65028731			
PIN Number	1111201163576730			
Remittance Amount(INR)	101			
Txn Fee(INR)	150			
Back to Sender Download Transaction Slip				
<i>Note: Download your transaction slip and keep it for your future reference.</i>				

Step 18: Transaction Slip, share the PIN number with the bank

		Mobisafar Services Private Limited 4 th Floor Galaxy Tower G T Road, Dholewal Ludhiana 141003 Email: care@mobisafar.com Phone: 0161-5015050		In Association with 		Office Copy TO SEND MONEY	
PIN Number: 1111201163576730							
Local Time:	2020-08-05 16:35:38 (GMT+05:30)	Collected Amount:	251.00				
Sender Name:	ABC	Total Service Charge:	150.00				
Nationality:	Indian	Service Charge:					
Aadhaar Card	596810976122	Service Tax:					
Phone/Mobile:	9958539270	Send Amount:	101.00				
Address:	xxxx	Rate:	1.00[INR] = 1.6[NPR]				
		Payout Charges:	0.00[NPR]				
		Payout Amount:	161.60[NPR]				
Beneficiary Country:	Nepal	Mode of Payment:	Account Deposit				
Receiver Name:	xxxx						
Address:	xxxx						
Phone/Mobile:	7042668166						
Payout Agent:	Anywhere within Nepal						
Customer Signature		Counter Staff:	MSP0042		Approved By		
Print Go Back							

Step 19: Check Live Transaction Status



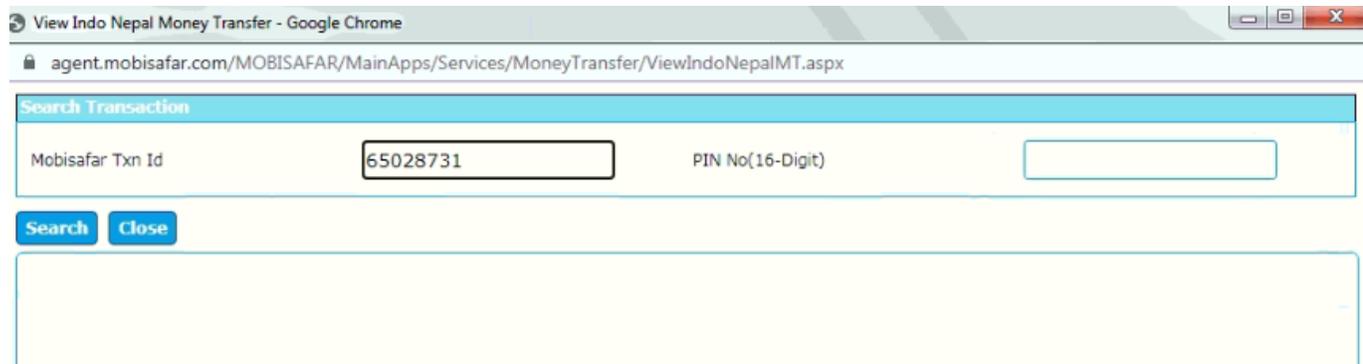
View Indo Nepal Money Transfer - Google Chrome
agent.mobisafar.com/MOBISAFAR/MainApps/Services/MoneyTransfer/ViewIndoNepalMT.aspx

Search Transaction

Mobisafar Txn Id PIN No(16-Digit)

Search Close

Step 20: Enter Transaction ID and search



View Indo Nepal Money Transfer - Google Chrome
agent.mobisafar.com/MOBISAFAR/MainApps/Services/MoneyTransfer/ViewIndoNepalMT.aspx

Search Transaction

Mobisafar Txn Id PIN No(16-Digit)

Search Close

Step 21: Search result appear, click on PIN No. to view / reprint the transaction slip

View Indo Nepal Money Transfer - Google Chrome
agent.mobisafar.com/MOBISAFAR/MainApps/Services/MoneyTransfer/ViewIndoNepalMT.aspx

Search Transaction

Mobisafar Txn Id PIN No(16-Digit)

[Search](#) [Close](#)

PINNo.	Txn Id	Sender Name	Sender Mobile	SenderID Type	SenderID No	PaymentMode	ReceiverName	Account No	BankName	CollectedAmount	ServiceCharge	SendAmount(INR)	PayAmount(M
1111201163576730	65028731	ABC	9958539270	Aadhaar Card	596810976122	Account Deposit	XXXX	1010101010	CITY DEVELOPMENT BANK LIMITED	251	150	101	161.6

Step 22: Transaction Slip

agent.mobisafar.com/MOBISAFAR/MainApps/Services/MoneyTransfer/IndoNepalMTSlip.aspx?TxnId=65028731



Mobisafar Services Private Limited
4'th Floor Galaxy Tower G T Road, Dholewal Ludhiana 141003
Email : care@mobisafar.com
Phone: 0161-5015050



In Association with
Office Copy
TO SEND MONEY

PIN Number: **1111201163576730**

Local Time:	2020-08-05 16:35:38 (GMT+05:30)	Collected Amount:	251.00
Sender Name:	ABC	Total Service Charge:	150.00
Nationality:	Indian	Service Charge:	
Aadhaar Card	596810976122	Service Tax:	
Phone/Mobile:	9958539270	Send Amount:	101.00
Address:	xxxx	Rate:	1.00[INR] = 1.6[NPR]
		Payout Charges:	0.00[NPR]
		Payout Amount:	161.60[NPR]

Beneficiary Country:	Nepal	Mode of Payment:	Account Deposit
Receiver Name:	xxxx		
Address:	xxxx		
Phone/Mobile:	7042668166		
Payout Agent:	Anywhere within Nepal		

Customer Signature

Counter Staff: **MSP0042**

Approved By

[Print](#) [Go Back](#)

Points To Remember

Please ensure for each case the following steps are followed:

- a.) Name of Customer matches with document
- b.) Date of Birth matches with document
- c.) Customer should not be a minor
- d.) ID no. recorded in system matches with document
- e.) ID document should not be expired
- f.) Customer self-attestation is Mandatory
- g.) “Original Seen & Verified” should be mentioned on Sender’s Document
- h.) Initials of MSP are Mandatory
- i.) MSP code (MSD0001) should be mentioned on Sender’s Document
- j.) First 8 digit of Aadhar number should be masked or hidden

FAQ

Customer name correction required.

- Please raise complaint on portal and provide customer's correct information on prescribed format.

Urgent Support and Verification of Sender's Number

- For Urgent support, Please co-ordinate with below numbers
011-47084042, 011-47084942, 011-43553135, 9875957205

Transaction status is showing "Failed"

- Amount already refunded in your wallet. Please check ledger statement.

Transaction status is showing "Pending".

- Final status will be updated within 24 hours.

Transaction status showing "Success", but customer is not able to get payment

- Transaction seems successful. Kindly share 16 digit PIN to customer.

Transaction status showing "Success", but hold due to compliance

- Please raise complaint on portal. Our customer care executive will get back on this.

THANK YOU

