

## BILLER CONSENT FORM

### *Consent of the Biller for Authorisation/ Change of the default BBPOU*

(On Biller's letter Head)

To

The Head,  
Bharat Bill Payment System (BBPS),  
National Payments Corporation of India,  
Unit 302, 3<sup>rd</sup> Floor, Raheja Titanium  
Off Western Express Highway  
Goregaon-East, Mumbai-400 063

Dear Sir,

We \_\_\_\_\_ (Name of the Biller) with Registered Office at \_\_\_\_\_ have agreed to participate in the Bharat Bill Payment System (BBPS) under Bharat Bill Payment Central Unit (BBPCU) under National Payments Corporation of India (NPCI), with registered office at The Capital, 1001 A, B-Wing, 10th floor, Bandra Kurla Complex, Bandra East, Mumbai 400051,

- a) We hereby authorise <name of BBPOU>\_\_\_ to act as our default Bharat Bill Payment Operating Unit in compliance with BBPS Procedural Guidelines for all OFF-US transactions across all payment modes and channels as decided by us in consultation with the BBPOU.
- AND / OR
- b) We hereby authorise <name of BBPOU>\_\_\_ to act as an additional default Bharat Bill Payment Operating Unit in compliance with BBPS Procedural Guidelines for all OFF-US transactions across all payment modes and channels as decided by us in consultation with the BBPOU.

We understand and agree that OFF-US transactions will be dynamically routed between the default BBPOUs by BBPCU.

AND / OR

- c) In supersession of our earlier instruction authorising <name of BBPOU>\_\_\_ as our default BBPOU/additional default BBPOU, we now wish to cancel the authorisation given in favour of the aforesaid BBPOU and replace it by authorising <name of BBPOU>\_\_\_ to act as our default/additional default Bharat Bill Payment Operating Unit in compliance with the BBPS Procedural Guidelines for all OFF-US transactions across all payment modes and channels as decided by us in consultation with the BBPOU now being authorised, for the following reason:

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We understand and agree that OFF-US transactions will be dynamically routed between the default BBPOUs by BBPCU.

We agree that NPCI may notify both the aforesaid BBPOUs of our decision. The change of <\_\_\_>default/additional default BBPOU/s should become effective not exceeding 60 calendar days from the date of receipt of this letter at BBPCU. We agree that change in default/ additional default BBPOU would only be effected after all pending complaints and disputes in relation our bills that pertain to the BBPOU being replaced are resolved.

Note:

- *Fill in 'a' and delete 'b' and 'c' if only one default BBPOU is being authorised;*
- *Fill in 'b' and delete 'a' and 'c' if another BBPOU is being authorised as default BBPOU in addition to the existing default BBPOU;*
- *Fill in 'a' and 'b' and delete 'c' if both default and additional default BBPOUs are being authorised;*
- *Fill in 'c' and delete 'a' and 'b' if a default/ additional default BBPOU is being replaced with another BBPOU;*
- *Fill in 'b' and 'c' and delete 'a' if the existing default BBPOU is being replaced and an additional default BBPOU is also being authorised.)*

2. All complaints relating to processed transactions received by BBPCU and/or above-said BBPOU(s) or Customer side BBPOUs would be attended to expeditiously by us and all possible help will be provided to the BBPOUs in this regard.

3. Any change in the default / additional default BBPOU would be intimated to you in writing in advance in accordance with the BBPS Procedural Guidelines and the change in default/ additional default BBPOU would only be effected after all pending complaints and disputes in relation our bills that pertain to the BBPOU being replaced are resolved.

Yours faithfully,

Authorized signatory  
(Name:                    )  
(Designation:            )  
(Contact no:             )  
(Email:                    )

Date: