



Aadhaar Enabled Payment Services (AePS)

Operating and Settlement guidelines

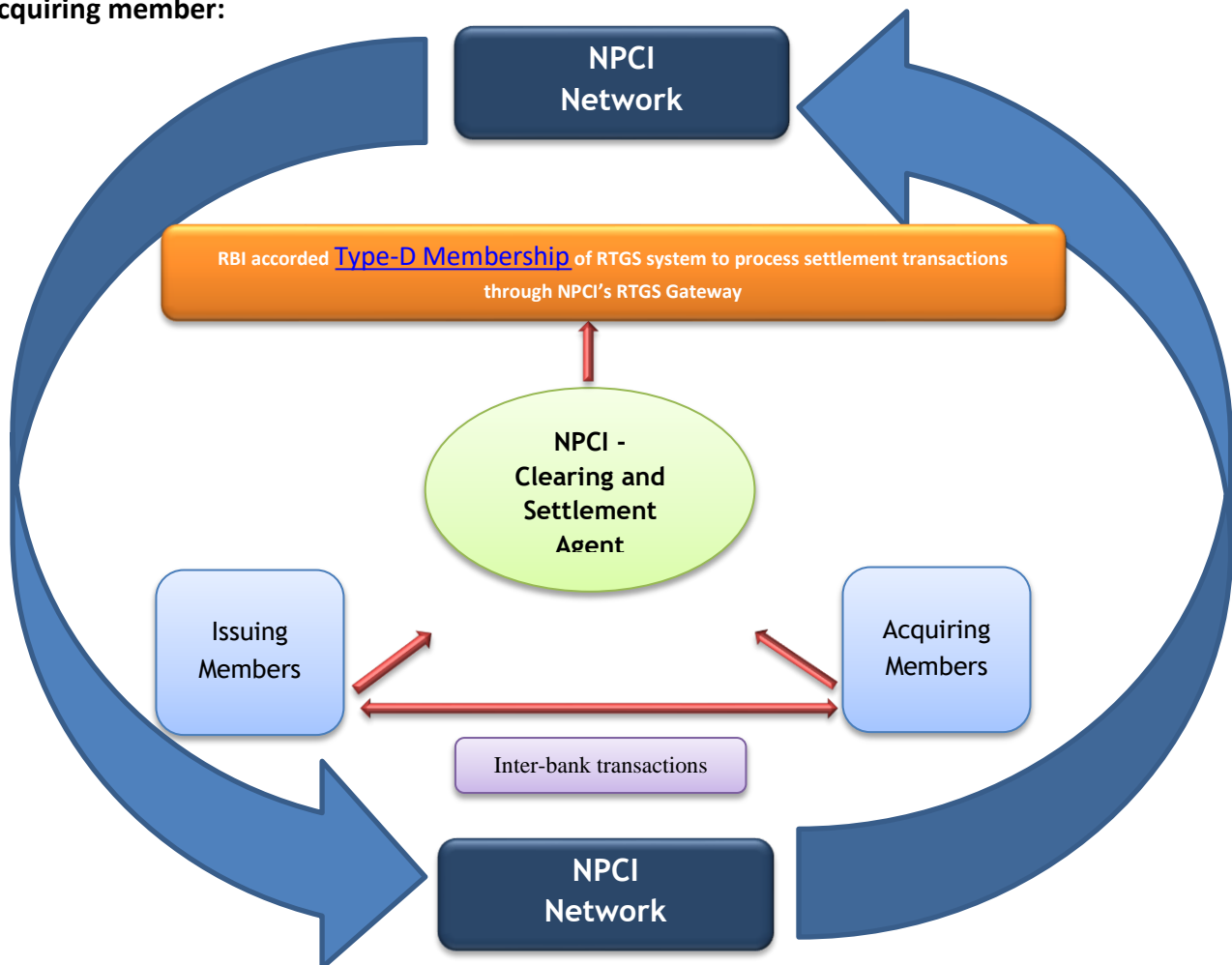
Section covers:

- Role of NPCI
- Operating procedure for members
- Settlement Mechanism
- Dispute Resolution Mechanism
- Annexures

1. Role of NPCI as settlement agency

NPCI would act as a clearing and settlement agency for settlement of inter-bank transactions between the issuing and the acquiring members participating in the AEPS network. RBI has accorded Type-D membership of the RTGS System to NPCI, permitting NPCI to process settlement instructions through NPCI's RTGS gateway.

NPCI as a clearing and settlement agency for inter-bank transactions between issuing and acquiring member:



- For the required funds, NPCI will submit member-wise net settlement obligations through RBI's settlement system to be applied in the settlement account or current account of the members that are maintained with RBI.
- NPCI will prepare the summary level data of AEPS settlements daily before the start of business hours for clearing and settlement.
- Daily settlement instructions (cycle-wise) will be executed through the NPCI RTGS system.

2. Operating procedure for members

All members participating in the AEPS network should strictly abide by AEPS-OSG as published by National Payments Corporation of India (NPCI). Further, it is important that members would also comply with AePS Procedural Guidelines (PG), operating circulars (OCs) and instructions issued by NPCI from time to time.

2.1 Settlement account

The settlement account for AEPS transactions is the current account/RTGS settlement account maintained by all members with RBI through which the inter-bank transactions are routed in the day-to-day banking activity. Before participating in the AEPS network, all members should issue a letter of authorization to RBI for booking settlements through NPCI and submit the RBI acknowledged copy to NPCI.

2.2 Modalities of settlement

The following section explains AePS transaction wise settlement of transaction amount along with applicable interchange + switching with applicable GST between the issuer and acquirer members.

Transaction Type/Code	Transaction Amount		Interchange + GST		Switching Fees + GST	
	Debit	Credit	Debit	Credit	Debit	Credit
Cash Withdrawal (04)	Issuer	Acquirer	Issuer	Acquirer	Issuer	NPCI
Cash Deposit (01)	Acquirer	Issuer	Issuer	Acquirer	Issuer	NPCI
Purchase (Aadhaar Pay) (25)	Issuer	Acquirer	Acquirer	Issuer	Acquirer	NPCI
Fund Transfer (FC)	Remitter	Beneficiary	Remitter	Beneficiary	Remitter	NPCI
Mini-Statement (07)	NA	NA	Issuer	Acquirer	Issuer	NPCI
Balance Enquiry (05)	NA	NA	NA	NA	Issuer	NPCI
E-KYC (KY)	NA	NA	NA	NA	Issuer	NPCI
Onus Authentication(UA)	NA	NA	NA	NA	Issuer	NPCI
Demographic Authentication (DM)	NA	NA	NA	NA	Issuer	NPCI
Tokenization Request (16)	NA	NA	NA	NA	Issuer	NPCI
Aadhaar Seeding 34)	NA	NA	NA	NA	NA	NA
All amounts in (₹)						

2.3 Interchange fee

Based on the transaction type either the issuing member or acquiring member pays an interchange fee for each approved/deemed approved transaction for providing AEPS services. AEPS Steering committee reserves the right to amend interchange fee. Current interchange fee applicable for transactions supported in AEPS network is provided in table given below.

Transaction Type	Interchange Fees for approved transactions*	Remarks
1. Cash Withdrawal	NIL	Txn. amount less than ₹ 100/-
2. Cash Deposit	₹ 0.5% of transaction amount with maximum up to ₹ 15/-	Txn. amount ₹ 100/- and above
3. Fund transfer		
Purchase (Aadhaar pay)	₹ 0.05% of transaction amount	
Mini Statement	₹ 3/-	
Non – Financial Transactions	NIL	Balance Inquiry, E-KYC, Onus Authentication, Demographic Authentication, Tokenization & Aadhaar Seeding

* Excluding GST and other applicable taxes

NPCI have made available portal facilitating sharing of GST invoices between members. Members are required to comply with GST rules, issue and share invoices, discharge tax liability and file GSTR1 returns, all within stipulated time.

Members can request NPCI for access to GST portal for sharing of invoices. (Refer Operating Circular NPCI/AEPS/OC No.280/2017-18 dated 28th December 2017 for details)

2.4 Transaction switching fees

Based on the transaction type NPCI switching fee is either debited to issuing or acquiring member along with applicable GST for per approved / deemed approved transactions. All fees would be part of the member's net settlement report.

Current applicable switching fee for transactions supported in AEPS network is provided in table given below.

Transaction Type	Switching Fees for approved/deemed approved transactions*	Remarks
Off US	₹ 0.25/-	Cash withdrawal, Balance Enquiry, Fund transfer, Mini-Statement, Cash deposit, Aadhaar Pay
On US	₹ 0.10/-	Auth, Demo Auth, Tokenization Request.
E-KYC	₹ 0.25/-	NA

Tokenization	₹ 0.10/-	NA
Aadhaar Seeding Status	NIL	NA

The following points explain the fee adjustments:

- AEPS determines the amount of service fees its members owe for using the AEPS network.
- NPCI, as a service provider would maintain an account with the member participating in the AEPS network.
- The switching fee charged to the participating members, will be credited to the NPCI account and would form part of the net settlement generated by AEPS back office system.

2.5 Maintaining transaction records

Each member should maintain records of all transactions for a minimum period as stipulated by the laws. In case of disputes, members should keep records of all disputed transactions along with supporting documents until the disputes are resolved amicably. Members should provide details of all disputed transactions to counter party members whenever requested. In AePS BCS, back office system last 3 months data will be available for each and every Member Bank. Request for restoration of files/reports for the period older than three months from the date of transaction would be chargeable. Currently, the charges are ₹ 500/- plus applicable GST for each day's file/report requested by the Member bank. These charges shall be recovered by NPCI through separate RTGS MNSB file.

2.6 Daily reconciliation

It is important for members to perform daily reconciliation of AEPS transactions on T+1. Members should daily reconcile both issuing and acquiring transactions considering CBS data, switch data, network files, Micro ATM terminal reports, etc. For failed/unsuccessful transactions, acquirers should process pro-active Credit Adjustment without waiting for for the issuing bank to raise a chargeback.

However, for failed/unsuccessful transactions at issuer bank end, where online reversal has not been done, bank should take appropriate action immediately post reconciliation.

Proper implementation of daily reconciliation on T+1, shall not only help the banks to have a better control over the GLs for AEPS transactions and address customer complaints effectively but shall also benefit the overall AEPS ecosystem.

2.7 Resolution of disputes and adjustments of transaction

For resolution of exception scenarios, disputes, and adjustments of transactions, participating members should collaboratively perform the following activities:

- Scrutinizing exception scenarios and immediate action on the same.
- Making necessary debit/credit adjustments.
- Amicably settling disputes pertaining to the processing of transactions as and when required.
- Each member should follow the dispute resolution mechanism and adjustment procedures within the stipulated time specified in the subsequent section pertaining to settlement procedure and dispute resolution mechanism.
- If any member/s is/are aware of malfunctioning or misuse pertaining to transactions in which it/they was/were involved, it will be the responsibility of such member/s to notify to the appropriate parties with all relevant documents, which are in its custody.
- All members should put in their best efforts to resolve the disputes.

2.8 Liability of the defaulting member

If a member fails to fulfill its commitment towards other members participating in the AEPS network and such an action results in these members incurring losses in settlement or transaction fees, the member committing such an offence should make up completely for the loss. In such a case, funds available in the defaulting member's settlement account would be used to settle the claims at the earliest.

2.9 Compliance with AEPS-OSG

All members should comply with AEPS-OSG as published by NPCI. NPCI reserves the right to impose action on members violating AEPS – OSG including levy of penalties on members or by suspending or terminating end-to-end (host-to-host) connectivity for frequent violations of AEPS-OSG.

2.10 Amendments

NPCI shall circulate the revised AEPS Operating and Settlement Guidelines to Member Banks.

2.11 Certification fees

NPCI shall recover fees applicable for certification of AEPS members by debiting the member's RTGS Settlement account using separate MNSB file. In case of a sub-member bank, the fees shall be recovered from the sponsor bank. The recovery of certification fee shall be processed after submission of Authorisation Letter by Direct members / Sub-members. Refer [Annexure-C & Annexure-D](#) for the Authorisation letter format.

2.12 Network fees

NPCI shall recover network connectivity fees from AEPS members by debiting the member's RTGS Settlement account using separate MNSB file.

2.13 Disaster Recovery (DR) Drills

DR drill for members' complete AEPS infrastructure needs to be carried at least once in every six (6) months (half-yearly) as per financial year. DR drill and the rollback to PR should be carried out during night time between 00:00 hrs and 06:00 hrs, so that customer impact is minimized. Members should share the DR drill plan with NPCI at least a week in advance.

2.14 Sub-members in the AEPS network

NPCI facilitates participation of the [sub-members](#) in the AEPS network subject to satisfaction of the following pre-membership criteria listed for sub-members:

- The sub-members would participate in the AEPS network through their sponsor bank, which is a direct member of the AEPS network.
- The sponsor bank should have a valid banking license issued by RBI.
- Sponsor banks have to take care of the material aspects relating to operational feasibility, risk mitigation, fund settlement, and collaterals before sponsoring any sub-members to the AEPS network. However, sub-members have to adhere to all these factors through their sponsor bank as a compliance mandate while submitting an application for joining the AEPS network.
- The settlement of transactions by sub-members would take place in the settlement accounts of the sponsor banks maintained at RBI. Under this arrangement, sponsor banks will assume complete responsibility for the settlement of all transactions by sub-members. Sponsor bank shall define transaction limits for its sub-member.
- The sub-member should adhere to all the guidelines issued by NPCI, RBI, GoI, UIDAI and all other relevant regulatory authorities.
- Sub-member should ensure daily reconciliation on T+1 and take care of all customer complaints / grievances for transactions routed through AEPS network.
- The sponsor bank should inform NPCI in case of cessation of the sponsorship arrangement between the sponsor bank and its sub-members with a prior notice of at least three months through necessary communication channels that are deemed appropriate as per the compliance mandate.
- The application service providers (ASP) providing services to sub-member should comply to NPCI Technical Message specification, PCI-DSS certified, and insured with respect to cyber security policy. ASPs should have three-way reconciliation tool and it must do daily reconciliation and provide reports along with resolution for exceptions.

- The sponsor bank should bring the following to the immediate notice of NPCI:
 - Any of its sub-members violating laws pertaining to Anti-Money Laundering (AML) as defined and articulated under the Prevention of Money laundering Act (PMLA) 2002
 - Any violation of regulation as issued by the Financial Intelligence Unit, Government of India, and the Reserve Bank of India in connection to KYC/AML/CFT
 - Any involvement of its sub-members in any suspicious transactions and frauds
 - Any of its sub-members resorting to any unfair practices relating to their participation in the AePS network
 - Any of its sub-members not adhering to the rules, regulations, operational requirements, and instructions of the AEPS network
 - Any suit filed in any court of law or arbitration where a sub-member and NPCI have been made parties
 - Any fine and/or penalty imposed by a regulator
- The sponsor bank will be liable for all compliance by sub-members for all the guidelines issued by NPCI, RBI, GoI, UIDAI and all other relevant regulatory authorities

3. Settlement Mechanism

This section outlines the procedures for settlement, a process by which NPCI, as the settlement agency, would credit/debit from the members' settlement account maintained with RBI, the amount as per the Net Settlement Report (NTSL) as generated from AEPS – BCS system.

Before participating in the AEPS network, all direct members should issue a letter of authority to RBI (DAD Mumbai), authorizing the settlement agency (NPCI) to credit and debit their settlement account with RBI.

AEPS calculates the net debit/credit position based on the total acquiring and issuing transactions for a particular member bank.

In case of net debit, the member has an obligation towards other members. Thus, it owes the amount equal to the net settlement amount to other members in the network. During the settlement process, NPCI debits the members, which is under net debit and credits the members under net credit. To effect this, the net debit member should hold sufficient funds in its [settlement account](#) maintained with RBI.

Settlement account is the RTGS account of members with RBI. In case the settlement account does not possess adequate funds, the net debit member would fail to fulfil its obligations, leading to a cascading effect on other members' positions, further leading to collapse of the whole system.

The settlement process is governed under the Settlement Guarantee Mechanism communicated by NPCI from time to time and applicable to each and every Member bank.

3.1 Settlement reporting and reconciliation

All members participating in the AEPS network will receive the following Settlement Files & Reports (Cycle wise) to enable them to perform daily reconciliation on T+1. Banks mandatorily to download and save these reports on daily basis for future use and reference at their end.

- Raw data file
 - Acquirer
 - Issuer
- Net Settlement report (NTSL), daily Settlement report (DSR)
- Dispute/adjustment reports (Refer [Annexure M](#) for details on disputes & TATs Transaction type wise
- Penalty Report
- GST Report

The above-mentioned files & reports shall be made available in AEPS Bharat Clearing & Settlement System (BCS) settlement cycle wise to Member banks. Members to submit 'User request form' to NPCI for creation of BCS ADMIN user ID. Admin ID will have rights for creating maker/ checker IDs, unlocking and resetting of passwords of respective bank users. Refer [Annexure E](#).

The settlement will be done based on the NTSL file shared by AEPS. This NTSL file would contain the net position of the member. Settlement reconciliation is a process where all members verify the accuracy of these transactions as listed in the settlement report. It is the responsibility of the members to **daily reconcile all transactions taking place through AEPS**. Any loss arising due to not carrying out reconciliation on T+1 basis will be owned fully by the respective banks.

NPCI and AePS member banks exchange files through BCS system for reconciliation, settlement and dispute processing. NPCI uses PGP encryption standards to encrypt files (containing PI data) exchanged between NPCI and Member Banks, so as to ensure that data is protected.

PGP Encryption

PGP is an encryption program that provides cryptographic privacy and authentication for data communication. PGP is used for encrypting and decrypting files which will be shared between NPCI and Member banks.

Public and Private keys play a vital role in PGP to encrypt and decrypt the data. Public key is used to encrypt the data and private keys is used to decrypt the data. The PGP tool and key

corresponding to a Bank for PGP encryption / decryption is placed in respective bank folder in BCS system.

3.1.1 Cycle wise Settlement Files & reports in BCS for Member Banks (Daily)

NPCI would upload the following settlement files & reports cycle wise in BCS system:

File name*	Description	Format	Frequency
AEPSRawdataXXX240214.zip	This file contains Issuer and Acquirer transaction details for a settlement day	Text file	Cycle wise/Daily
AEPSStlXXX240214.zip	This file contains transaction details and summary of transaction count and amount for a settlement day	Text file	Cycle wise/Daily
NTSLXXX240214.XLS	This file contains settlement summary, adjustment details, interchange fee, GST, NPCI Switching fee, penalty, customer compensation amount and final settlement amount	xls file	Cycle wise/Daily

* In file name, XXX represents the respective member's three-digit code implying that it contains the respective member's transactions as an Issuer and Acquirer.

Raw data files, STL reports, NTSL file will be uploaded in BCS system daily post settlement cut-over and completion of settlement cycle.

This report (NTSL/DSR) will indicate the net settlement position for each of the members along with their sub members. The net settlement amount may be a debit or a credit. The net settlement amount would include transaction amount, net dispute/adjustment amount, interchange fees, penalties, customer compensation amount, GST, switching fees and other funds settled through Manual Adjustment.

NPCI, as a [settlement agency](#) will affect the necessary credits and debits to the members' settlement account with RBI.

3.1.2 Raw data files

On a daily basis, NPCI shares with its members through BCS system, PGP encrypted Raw Data files (cycle wise) containing Issuing and Acquiring files, which are used by the members for reconciliation. [Successful \(or approved\) transactions](#) are those, which have resulted in the customer availing the desired service at the MICRO ATM terminal and processed with response code (RC) 00. Declined/failed/unsuccessful transaction is an unsuccessful (or declined) transaction in which the customer has not been able to avail the desired service at the MICRO ATM because of the transaction declining due to '[business](#)' or '[technical](#)' reasons. These transactions are processed and contain response code (RC) other than '00'.

Issuer raw data file

This file contains a list of all transactions done by customers of one member at other member's MICRO ATM terminal during the previous [settlement period](#) (as per settlement cycle cut off). For the purpose of reconciliation, the Issuer member will compare the transactions available in Issuer raw data file with the report generated by its own switch/core banking system. If any differences are identified during reconciliation, it should be addressed by Issuing bank through dispute and exception handling process at their end. The sample issuer raw data file is provided in [Annexure-H](#).

Acquirer raw data file

This file contains a list of all transactions done at a member's AEPS by customers of other members during the previous settlement period (as per settlement cycle cut-off). For the purpose of reconciliation, the Acquirer member will compare the transactions available in Acquirer raw data file with the report generated by its own switch/MICRO ATM TERMINAL files. If any differences are identified during reconciliation, it is the responsibility of the Acquiring Bank to raise Debit/Credit Adjustments proactively. The sample Acquirer raw data file is provided in [Annexure-I](#).

3.1.3 Settlement (STL) files

As per the settlement cycle, NPCI makes available to its members, PGP encrypted issuer & acquirer STL files through BCS system. This file contains a list of all transactions done by customers of one member at other members' MICRO ATMs during the previous settlement period (as per settlement cycle cut-off) along with the transaction summary for the period. The sample issuer STL file is provided in [Annexure-J](#).

3.1.4 NTSL/DSR files

As per the settlement cycle, NPCI makes available to its members through BCS system, the NTSL/DSR file containing summary of transactions, disputes/adjustments, penalties, customer compensation amount, interchange, GST, and switching fees. Members use these files for settlement and accounting purposes. The sample daily settlement report (NTSL / DSR) is provided in [Annexure-K](#).

3.1.5 Restoration of raw data files & other settlement reports

Members to download and save their respective raw data files and other settlement reports as per the settlement cycle, daily by accessing the BCS server for reconciliation, passing settlement entries and for transaction life cycle management. These reports are available in BCS system only for a period of three months from the date of transaction.

Request for restoration of files/reports for the period older than three months from the date of transaction would be chargeable. Currently, the charges are ₹ 500/- plus applicable GST for each day's file/report requested by the Member bank. These charges shall be recovered by NPCI through separate RTGS MNSB file.

3.2 Network cutover time

Business day cutover in the AEPS network is 23:00 hrs. NPCI reserves the right to amend the AEPS network business day cutover time.

Currently, there are two settlement cycles for a business day and Separate Raw data, DSR, Spool files for every settlement cycle is placed in Bank folder post cut over and completion of settlement cycles. [Refer Annexure F for List of settlement Files & their Naming Convention.](#) The following is the Settlement Cut Off timings :

AePS Settlement Cycle	Cut-off timing
RTGS Settlement Cycle 1	13:00 hrs. Preceding day to 23:00 hrs. Preceding day
RTGS Settlement Cycle 2	23:00 hrs. Preceding day to 13:00 hrs. Current day

**On all RTGS holidays there will be two settlement cycles and same is posted on next RTGS working day. [Refer Annexure G for details on Two Settlement Calendar](#)

All disputes / adjustments shall be settled in both the settlement cycles (Cycle 1 and Cycle 2). Please find a detailed table herein below:

Adjustment/ Dispute File Upload	Dispute Settlement Cycle	RTGS Posting Time
23:00 hrs. Preceding day to 12:30 hrs. Current day	RTGS Settlement Cycle 2 (23:00 to 13:00)	13:45 hrs. onwards
12:31 hrs. Current day to 23:00 hrs. Current day	RTGS Settlement Cycle 1 (13:00 to 23:00)	08:00 am onwards

**** Member banks to upload the dispute file well before the above mentioned settlement cycle cut over.**

Daily Limit

Net Debit Cap (NDC) limits will be refreshed and restored at the time of each Settlement cut off as per table given below. **However, on RTGS holiday there are two settlement cycles but limits will be refreshed only once i.e. at 23:00 hrs.**

AePS Settlement Cycle	Cut-off timing
RTGS Settlement Cycle 1	13:00 hrs. Preceding day to 23:00 hrs. Preceding day
RTGS Settlement Cycle 2	23:00 hrs. Preceding day to 13:00 hrs. Current day

3.3 Exception handling

Exception transactions are those which remains un-reconciled and/or are disputed by a customer. Members should collaboratively endeavour to settle such discrepancies, if raised by other member/s. All such discrepancies should be resolved amicably as per the 'Dispute Resolution Mechanism, section 4.2 laid down in this document.

3.4 Settlement currency

All transactions on the AEPS network would be settled in Indian Rupee (INR) only.

3.5 Holiday settlement

Settlement entries shall not be posted in RTGS Settlement account of members maintained with RBI on Sundays, RTGS Holidays published by RBI and on second & fourth Saturdays.

3.6 Process for handling transactions not settled due to data loss

NPCI has state of art infrastructure to operate the Bharat Switch (AEPS) 24x7 with near zero downtime and zero tolerance to data loss. However, as an efficient system it is necessary to have a process to handle transactions not settled in case of loss of data due to disaster.

If any unforeseen event that impacts NPCI's system resulting in loss of online transactions data and if the data is non-recoverable by NPCI system, members will have to settle the transactions between themselves. NPCI shall facilitate settlement of such transactions between members.

Settlement of funds between members will be necessary when the transactions are routed through AEPS, authorized by Issuers and serviced by Acquirers and has not been settled by NPCI due to loss of data of online transactions.

Settlement of funds for data lost will not be applicable under the following circumstances:

- a. NPCI has not received authorization from Issuer.
- b. Authorization received from Issuer is not sent to Acquirer by NPCI.
- c. Acquirer has not serviced the request after receiving authorization from Issuer through NPCI.

Such cases will be considered as technical declines and treated as in the normal scenario.

3.6.1 Process to be followed by NPCI:

- NPCI shall keep the members informed on the date and time period when such situation of force majeure has occurred and resulted in loss of data of online transaction.
- The members, upon receiving intimation from NPCI, will focus on reconciling the transactions done during that period and identify the transactions not settled by NPCI.
- Since records of these transactions would not be available with NPCI, the settlement for such transactions will not be done by NPCI.
- NPCI shall facilitate settlement of such transactions between members.

3.6.2 Process to be followed by Members:

Members as an Issuer and Acquirer should focus and reconcile the transactions done on AEPS network during such period and identify the transactions not settled by NPCI. Members should settle such identified transactions between themselves, which are not settled by NPCI due to loss of data.

As an Acquirer:

- Acquirer should reconcile the transactions daily and identify successful transactions at their end during the reported disaster period, which are not settled.
- Acquirer should share the list of such successful transactions not settled by NPCI along with the switch logs, Micro ATM terminal logs and other supporting documents required to confirm the status of the transaction as successful with all relevant Issuers as well as with NPCI.

As an Issuer:

- Issuers should reconcile the transactions daily and identify those transactions, which are debited to customer's account during the reported disaster period but not settled.
- Issuer should not reverse such transactions to customer's account during reconciliation or on receipt of complaint without referring it to Acquirer for checking the status of the transaction. Only those transactions confirmed by Acquirer's as failed should be reversed to the customer's account.
- Acquirer shall share with Issuer the list of such successful transactions not settled by NPCI along with the switch logs, micro atm terminal and other supporting documents required to confirm the status of the transaction as successful.
- Issuer should check the switch logs, micro atm terminal and other supporting documents and satisfy themselves about the status of the transaction. Issuer should pay the amount equal to the successful transactions not settled by NPCI.
- Issuer shall not be able to raise chargeback (dispute) for such transactions, as those records shall not be available with NPCI.

4.0 Dispute Resolution Mechanism

4.1 Responsibilities in dispute resolution

Following points explain the responsibilities of members in dispute resolution:

- It is obligatory on the part of individual members to resolve all disputes amicably, which pertain to customers' transactions, within the stipulated time as decided by NPCI.

- The dispute, error, either to NPCI or to any other member (as directed) who is party to the dispute for the purpose of scrutiny, must follow the procedure and timelines laid down in this document.
- Interpretation, scrutiny, and resolution of disputes must happen within the ambit of rules, regulations, operations, and procedural guidelines relating to the AEPS network, instructions and operating circulars issued by NPCI, and instructions and directions issued by the RBI from time to time.
- However, the use of the Dispute Resolution Mechanism will not be resorted to by members to deal with aspects relating to acts of customer that are prima-facie fraudulent in nature, are internal to the member's operations, or outside AEPS system.
- Member banks shall not raise bulk chargebacks to recover amounts in case of any loss faced due to technical issue/glitch at their end. Also, it is mandatory for the bank to report such losses immediately to NPCI as well as counter party banks.

4.2 Dispute Life Cycles, and Customer Compensation

Exception transactions are those that are not reconciled and/or are disputed by the customer/members. Members should collaboratively endeavour to settle disputes, if raised by counter party banks. All such disputes should be resolved amicably as per the AEPS-OSG.

The timeline (TAT) provided in this document for each of the disputes/adjustments is subject to change. Any change in TAT will be communicated to AEPS members through operating circulars.

Following are the procedures of handling disputes in the AEPS network:

- AEPS maintains a database for all transactions, disputes & adjustments done by its members in Bharat Clearing & Settlement System (BCS).

BCS validates and processes disputes only pertaining to valid/approved (including deemed approved) transactions. Refer [Annexure M](#) for Dispute/adjustment life cycle available on various transactions types.

- Dispute/Adjustments to be raised through appropriate menu options made available in BCS by authorised bank users. The dispute/adjustment to be raised by retrieving the transactions on the basis of transaction date and RRN.
- Disputes like Chargeback, Credit/Debit adjustments, Chargeback re-resentation/acceptance etc. can also be raised through bulk file upload option made available in BCS system. Bulk upload file should be in a specified Comma Separated Value (CSV) format. Refer [Annexure-L](#) for the bulk upload format.
- Below is the summary of applicability of dispute mechanism for respective AEPS transactions.

Disputes Type	To be raised by	Cash Withdrawal	Cash Deposit	Aadhaar Pay	Fund Transfer
Chargeback	Issuer	60 days	60 days	60 days	NA
Re-presentment	Acquirer	5 days	5 days	5 days	NA
Pre-arbitration	Issuer	30 Days	30 Days	30 Days	NA
Pre-arbitration accept/Reject	Acquirer	17 days	17 days	17 days	NA
Arbitration	Issuer	30 Days	30 Days	30 Days	NA
Credit Adjustment	Acquirer	60 days	60 days	60 days	NA
Debit Adjustment	Beneficiary	NA	NA	NA	4 days

****The above given TAT is as per calendar days.**

***** For Cash Deposit transaction type disputes are applicable on successful Beneficiary Account Validation (BAV) leg.**

Customer Compensation:

As per RBI circular DPSS.CO.PD No.629/02.01.014/2019-20 Dated September 20,2019

‘ Harmonisation of Turn Around Time (TAT) and customer compensation for failed transactions using authorised Payment Systems’ for delay in customer credit beyond T+5 days penalty will be levied to Acquiring / Issuing bank depend upon the transaction type and onus and same will be credited to respective Acquiring / Issuing. Acquiring / Issuing bank shall credit the penalty amount to customer’s account.

Framework for Auto Reversal and Compensation for AePS transactions		
Description of the Incident	Timeline for auto reversal	Compensation Payable
Cash Withdrawal – Micro – ATMs Customers account debited but cash not received	Pro-active reversal (R) for the failed transaction within a maximum of T + 5 days.	₹ 100/- per day of delay beyond T + 5 days, to the credit of the account holder.
Aadhaar Pay Account debited but transaction confirmation not received at merchant	Acquirer to initiate “Credit Adjustment” within T + 5 day.	₹100/- per day if delay is beyond T + 5 days.

location.		
Fund Transfer Remitters Account is debited but beneficiary account not credited.		

- T is the day of transaction and refers to the calendar date.
- The prescribed TAT is the outer limit for resolution of failed transactions.
- Customer compensation shall be applicable on disputes/adjustments such as
 - a) Chargeback acceptance/deemed acceptance
 - b) Credit adjustment
 - c) Pre-arbitration acceptance/deemed acceptance
 - d) Arbitration acceptance OR NRP/PRD decision in favour of Issuing Bank
 - e) Good faith Chargeback acceptance/deemed acceptance

*****Customer compensation will be applicable and levied if adjustment/disputes is raised on or after 2nd cycle of 5th calendar day from the transaction date.**

Roles and Responsibilities (Cash withdrawal / BHIM Aadhaar)

Acquirer / Issuer

- a) For transaction failures at Issuer's Switch and NPCI switch, it is the responsibility of the Issuer Bank to reverse the amount to customer's account.
- b) For transaction failures at Acquirer/BC/Merchant location and where customer has not received Cash, availed Good or Services:
 - Acquirer/BC/Merchant to initiate a credit adjustment within 4 calendar days from the transaction date. Amount to be reversed to the Customer's account within 5 calendar days.
 - Where Acquirer/BC/Merchant have failed to initiate a Credit adjustment/Refund, if the customer lodges a complaint with the Issuing bank, Issuing bank to initiate a chargeback with specific MMT (Member Message Text) as 'Transaction not successful – Failed at BC/Merchant location' to identify disputes arising due to such Failed Transactions.

Roles and Responsibilities (Fund Transfer)

Acquirer / Issuer

- Issuer Bank to initiate Debit Adjustment for Timed out transaction (RC -08) where customer account is credited online within 4 days from the transaction date.
- Acquirer Bank shall wait for Debit adjustment upto 4 days from the date of transaction, if not received then reverse the customer account on 5th day.

Customer compensation for Cash withdrawal transactions shall be applicable:

- On acceptance of **all** chargebacks/ good-faith chargebacks/pre-arbitration /arbitration after 4 calendar days from the transaction date.
- Credit adjustments raised after 4 calendar days from the transaction date.

Customer compensation for BHIM Aadhaar transactions shall be applicable:

- On acceptance of chargebacks/ good-faith chargebacks/pre-arbitration /arbitration after 4 calendar days from the transaction date with **reason code '1065 - Transaction Failed – Confirmation not received at micro ATM'**
- Credit adjustments raised after 4 calendar days from the transaction date with **reason code '1065 - Transaction Failed – Confirmation not received at micro ATM'**.

4.2.1 Stage I - Chargebacks

Issuer members should resolve and settle all disputes pertaining to customer transactions. Issuer member can initiate a chargeback when its customer raises a complaint of non-receipt of the cash/goods from the Acquirer bank BC/Merchant while the customer's account has already been debited. The chargeback to be raised in BCS System within 60 days from the next day of the transaction. Issuer Bank should do proper due diligence & collect all evidences before raising chargebacks

For cases where Issuer has not authorised the transactions because of which interbank settlement was not done issuer to reverse the debit made to the customer account by passing internal transfer transactions post reconciliation on T+1 (if customer account has been debited).

Documents to be submitted by Issuer at chargeback stage:

- Issuing Bank may choose to submit complete details of complaint received from their customer. This shall be optional.

Following Chargebacks and Good-faith Chargebacks reason codes, to be used only for AADHAR PAY transactions –

- 1061 - Credit not processed for Goods/Services returned to Merchant/BC

- 1062 - Goods and Services not as described or customer received defective goods or services
 - 1063 - Paid by other means and account is also debited for the transaction
 - 1064 - Duplicate Transaction
 - 1065 - **Transaction Failed – Confirmation not received at micro ATM**
- **Following Credit Adjustment reason codes, to be used for AADHAR PAY transactions –**
 - 1061- **Credit processed for Goods which are defective or returned to Merchant/BC.**
 - 1065 - **Transaction Failed – Confirmation not received at micro ATM**

4.2.2 Stage II – Re-presentation

Acquirer members can represent the chargeback raised by the issuing bank within 5 calendar days from the next day of chargeback along with scanned copies of valid Journal Print (JP) or Micro ATM terminal logs into the BCS system for successful transaction.

Re-presentation cannot be processed if chargeback is already accepted or the TAT for processing re-presentation is expired.

Documents to be submitted by Acquirer at representation stage:

- a) Micro ATM-AEPS terminal logs OR Copy of receipt generated at the terminal.
- b) FI and AEPS Switch logs (both) for the disputed transaction along with 8 to 10 preceding and succeeding transactions.

4.2.3 Stage III - Pre-Arbitration

- If the customer or Issuing bank is not satisfied by the evidences / documents provided by the acquirer at the time of re-presentation, Issuer can raise pre-arbitration through BCS system.
- Issuer bank is given the facility of raising pre-arbitration if proper proof of dispensing of cash/goods are not provided by the Acquirer while representing a chargeback.
- For all cases of pre-arbitration the timeframe for raising pre-arbitration is within 30 days from the next day of re-presentation date.
- Acquirer bank has to respond (accept or reject) the pre-arbitration raised by Issuer bank within 17 days from the next day of pre-arbitration date. If the pre-arbitration is not accepted or rejected within the timeframe, it would be considered as deemed accepted by acquirer.

Documents to be submitted by Issuer while raising pre-arbitration:

- Any information that Issuing Bank wants to submit to the Acquirer while raising pre-arbitration.

Documents to be submitted by Acquirer while rejecting pre-arbitration: For AEPS disputes:

- a) Micro-ATM terminal logs OR Copy of receipt generated at the terminal.
- b) FI and AEPS Switch logs (both) for the disputed transaction along with 8 to 10 preceding and succeeding transactions.
- c) Any other document to substantiate the Acquirer's claim that the disputed transaction is successful.

4.2.4 Stage IV - Arbitration

- If the customer or issuer is not satisfied by the evidences / documents provided by the acquirer at the time of re-presentment and while rejecting the pre-Arbitration, Issuer may refer the dispute to arbitration through BCS.
- The timeframe for referring a dispute to arbitration is 30 days from the date of pre-arbitration rejection.
- Arbitration dispute raising is a non-financial stage and will not have any impact in daily settlement.
- In the event of Arbitration dispute not being resolved amicably between the Issuer and Acquirer bank, the dispute will be referred to an Arbitration Panel .
- The members can view the status of cases referred to arbitration both as an Issuer and Acquirer along with the decision given by Arbitration Panel .

Arbitration process is further divided in two stages 'NPCI Internal Review Panel' (NRP) and the Panel for Resolution of disputes (PRD).

4.2.4 (i) Constitution of NPCI's Internal Review Panel (NRP) - NPCI shall nominate 3 officials not below the rank of Manager or above, to be part of the NPCI Internal Review Panel (NRP) including the Chairman. The Chairman of the NRP shall be the official who can be the Chairman of the PRD Panel.

4.2.4 (ii) Constitution of Panel for Resolution of Disputes (PRD)

- (a) PRD consists of five members as per RBI circular no. DPSS.CO.CHD.No.654/03.01.03/2010-2011 dated September 24, 2010 and RBI Approval letter DPSS.CO.AD.No.480 /02.27.004/2013-14 dated August 26, 2013.
- (b) The PRD will have five members, four (4) from Direct Member Banks with minimum of 25% from Steering Committee members. The Chairman of the PRD may be external experienced official, such as, ex-Banker, ex-IBA/IDRBT official, etc. or NPCI official not below the rank of Associate Vice President, nominated by CEO of NPCI.
- (c) In case of specific disputes involving system participants who are members of the PRD, the members concerned would be replaced by other system participants for the limited purpose of looking into the specific dispute.

The NRP panel shall review cases referred to Arbitration on the basis of the documents submitted by the Acquirer and Issuing Bank and determine such cases. NRP will refer those cases to PRD where the NRP is unable to take a decision for any reason pertaining to a case.

- If the decision of NRP has been given in favour of the Acquirer and the Issuing Bank wishes to pursue the case further, Issuer needs to inform NPCI to refer the case to PRD within 30 days of the decision given by NRP.
- If Acquirer is not satisfied with the decision of the NRP, Acquirer can approach the Appellate authority at RBI.

4.2.4 (iii) Arbitration Fees:

- Cases which are decided by NRP, fees of ₹ 500/- plus GST shall be levied to the Bank against whom the decision is given. Most of the cases shall be decided at this stage, except those which are referred by Issuer or NRP to the PRD.
- Cases which are decided by PRD, fees of ₹ 5,000/- plus GST (reduced by the amount paid at NRP stage) shall be levied to the Bank against whom the decision is given.

4.2.4 (iv) The process to be followed for cases referred to Arbitration is given below:

- (a) If the customer or Issuer/Remitter is not satisfied by the evidences / documents provided by the Acquirer/Beneficiary at the time of Re-presentment and while rejecting the Pre-arb, Issuer/Remitter may refer the dispute to arbitration, within specified time period.
- (b) In the event of Arbitration dispute not being resolved amicably between the Issuer/Remitter and Acquirer/Beneficiary bank, the dispute will be referred to the NRP.

4.2.4 (v) List of documents / supporting to be submitted by members as Issuer and as Acquirer for disputes raised for Arbitration is as follows:

As an Issuer

Issuer Submission Form (Refer [Annexure O](#) for Format)

As an Acquirer

Following documents need to be uploaded by Acquirer in BCS system within 10 days from the next day of raising arbitration by the Issuer. Acquirers shall not be able to upload the documents in BCS for arbitration cases after the expiry of 10 days. All the documents uploaded in BCS at the time of representment, pre-arbitration rejection and for cases referred to arbitration shall be placed before NRP/PRD.

- a) Acquirer Submission Form(Refer [Annexure P](#) for Format) .
- b) Micro-AEPS terminal logs OR Copy of receipt generated at the terminal.
- c) FI and AEPS Switch logs (both) for the disputed transaction along with 8 to 10 preceding and succeeding transactions.
- d) Any other document to substantiate the Acquirer's claim that the disputed transaction is successful.
- e) Acquirer to explicitly mention in Acquirer Submission form that the transaction was successful and the cash was paid to the cardholder by the Business Correspondent (BC).
- f) Letter from BC confirming that cash is paid to the customer or goods and services are provided to customer.
- g) Acquiring Bank that are unable to submit the terminal logs/duplicate receipt should submit declaration stating that the transaction is successful and cash has been given to customer (Refer circular NPCI/NFS/OC.No.227/2016-17 dt. 27th October 2016). The format of declaration to be submitted by acquiring bank is given in [Annexure N](#)

Note:

- i. If no documents are uploaded in BCS within 10 days for arbitration case as mentioned above, the documents already uploaded in BCS by Acquirer at the time of re-presentment and rejection of pre-arbitration will be retrieved by NPCI and placed before NRP/ PRD.
- ii. NPCI may seek clarification/additional documents that may assist the Panel to take an informed decision.
- iii. Non-submission of complete set of documents may result in NRP/PRD decision going against the Acquirer on technical grounds.
- iv. For disputes referred to Arbitration, MICRO ATM TERMINAL logs submitted by the Acquirer during the re-presentment and Pre-arbitration rejection / Arbitration, will be considered by the Panel. However, if correct/proper MICRO ATM TERMINAL logs are not provided at the time of re-presentment, it may result in the NRP/PRD decision going against the Acquirer on technical grounds.
- v. If the Acquirer has submitted correct/proper MICRO ATM TERMINAL logs at the time of re-presentment but wants to submit MICRO ATM TERMINAL logs containing additional transactions, it would be permissible.
- vi. Acquirers can continue to submit additional documents as mentioned in OC-215 at different stages of dispute cycle.

4.2.4 (vi) Withdrawal from Arbitration

- If the Issuer bank is satisfied with the documents uploaded by Acquiring bank in BCS, it may withdraw a dispute from arbitration.

4.2.4 (vii) Acceptance of Arbitration Dispute

- If the acquirer bank wants to accept the dispute for any reason they can do so through the BCS system.
- Members can either accept (as Acquirer) or withdraw the case (as Issuer) till the day of Case Presentment in BCS. However, once case is presented in BCS for decision, it cannot be accepted or withdrawn from next day onwards.

4.2.4 (viii) NRP - Arbitration Decision

- For decision in favour of acquirer Bank, there will not be any settlement for the disputed transaction.
- For decision in favour of Issuer bank, acquirer bank will be debited and credit will be afforded to Issuer Bank for the amount mentioned in the acceptance of arbitration case above. The processing fees of ₹ 500/- plus applicable taxes including GST will be reimbursed to Issuer bank by debiting Acquirer bank.

4.2.5 Debit /Credit adjustments

Debit adjustments

- Debit adjustment is only allowed for fund transfer time out transactions (RC 08).
- Beneficiary bank can initiate debit adjustment dispute on the remitter bank by lodging the dispute on the BCS. This type of dispute is usually raised when beneficiary customer has been credited but due to transaction decline at NPCI, the settlement has not been done.
- On lodging the dispute, debit adjustment amount, interchange fee & switching fee along with the respective interchange fees and GST is debited to remitter bank and credited to the beneficiary bank in the next settlement cycle.
- The TAT for initiating debit adjustment is 4 days from next day of transaction.
- Remitting bank has to hold funds and not to credit back to customer account in such time out cases upto 4 days from next day of transaction

Credit adjustments (Refer Para on ' Customer Penalty/Compensation)

- Credit Adjustments are raised by acquirer members when the issuing bank customer has been debited but cash was not given to customer or transaction has failed at Merchant level and customer was denied goods, but acquirer have received the transaction amount through settlement. Credit adjustments are raised within 60 days from the next day of transaction. This would help Issuer members in giving credit to their customers without raising a chargeback.

- Acquirer members should take appropriate measures to adjust the excess cash balance available at their end, post reconciliation and process proactive credit adjustments for failed transactions.

4.2.6 Good faith

- AEPS members should resolve dispute within the time limit as prescribed in the AEPS-OSG for disputes relating to chargeback, re-presentment and debit adjustment.
- If members fail to raise the dispute/adjustment within the prescribed time limit, the same can be initiated on 'Good faith' basis through BCS system.
- Members can either accept or reject the good faith cases received by them.
- Recourse to pre-arbitration/arbitration would not be available for disputes raised as Good faith in BCS system.
- The documents / supporting to be provided for Good-faith shall be same as required to be submitted during chargeback, re-presentment and debit adjustments.

4.3 Debit Reversal Confirmation (DRC) for Cash Withdrawal Timed Out cases

Based on AEPS SCM recommendation, debit reversal confirmation process was implemented for AEPS time out cash withdrawal transactions effective 19th September 2018. In case of AEPS cash withdrawal timed out transaction, If the online reversal fails at Issuing bank's CBS, then the issuing bank is expected to identify (based on reconciliation) the failed transactions and reverse the same manually in CBS so that customers get the funds back in their accounts latest by T+1 day. As per this process, Issuing banks post reconciliation, to reverse the debit made to the customer account by passing internal accounting entry and update DRC status (DEBIT REVERSAL CONFIRMATION) in AEPS back office application for all timeout and un-responded debit reversal messages as follows.

- Bank to reconcile all AePS transactions (both Issuing & acquiring transactions) then initiate suitable actions in CBS/DN as the case may be.
- Issuing banks has to login to the DN and download the pending cases for DRC issuer report and may use either front end or bulk upload option to confirm the DRC- 102, 103 or 104.
- Issuing Bank to login to the DN system to update status of failed AePS Cash Withdrawal transactions due to time out with either DRC-102, DRC-103 or DRC-104 as applicable
- Banks to use 'DRC-102 for online reversal ', 'DRC-103 for manual reversal' & 'DRC-104 for no action required' as flags for confirmation.
- Bank to confirm DRC status for timed out reversal transactions (i.e. RC – 08, 40, 41, 50 & 31) on T+1 working day.
- Banks can utilize the below reports for uploading & reviewing the DRC transactions.
- Pending Cases for DRC – Issuer Report provides all the pending transactions for which DRC should be updated by the Issuing Bank. Banks can utilize this report for readily updating DRC status for pending transactions.

- DRC applicable Reversal transaction report - which provides DRC status for both where DRC is applicable & updated by Issuer bank and DRC applicable & not updated by Banks.

4.4 Transaction Credit Confirmation (TCC) for Cash Deposit transactions which are Deemed approved -

For all deemed approved (RC 71) Cash deposit transactions Issuer Bank to update the status of such transaction in BCS as follows:

- i) TCC-102: Issuing bank should update status for the deemed approved as TCC-102 if customer account has been credited online however the response was not given back to NPCI.
 - ii) TCC-103: Issuing bank should update status for the deemed approved as TCC-103 if customer account has not been credited online, however post reconciliation manual credit has been processed to customer account.
- Bank to reconcile all AePS Cash deposit transactions (both Issuing & acquiring) then initiate suitable actions in CBS/BCS as the case may be.
 - Issuing banks has to login to the BCS to update status of all deemed approved AePS Cash deposit transactions by download of 'Timed-out cases report' and may use either front end or bulk upload option to confirm the TCC- 102 or 103 post reconciliation at their end.
 - Banks to use 'TCC-102 for online credit ', 'TCC-103 for manual credit on T+1 working day.

Banks can utilize the below reports for uploading & reviewing the TCC transactions:

- Pending Cases for TCC (to Issuer as well as acquirer bank) – Issuer Report provides all the pending transactions for which TCC to be updated by the Issuing Bank. Banks can utilize this report for readily updating TCC status for pending transactions.
- Consolidated Report (to Issuer as well as acquirer bank) – will consist details of deemed approved cash deposit transactions on which TCC is updated as well as pending for Issuer bank.

Reports for Banks

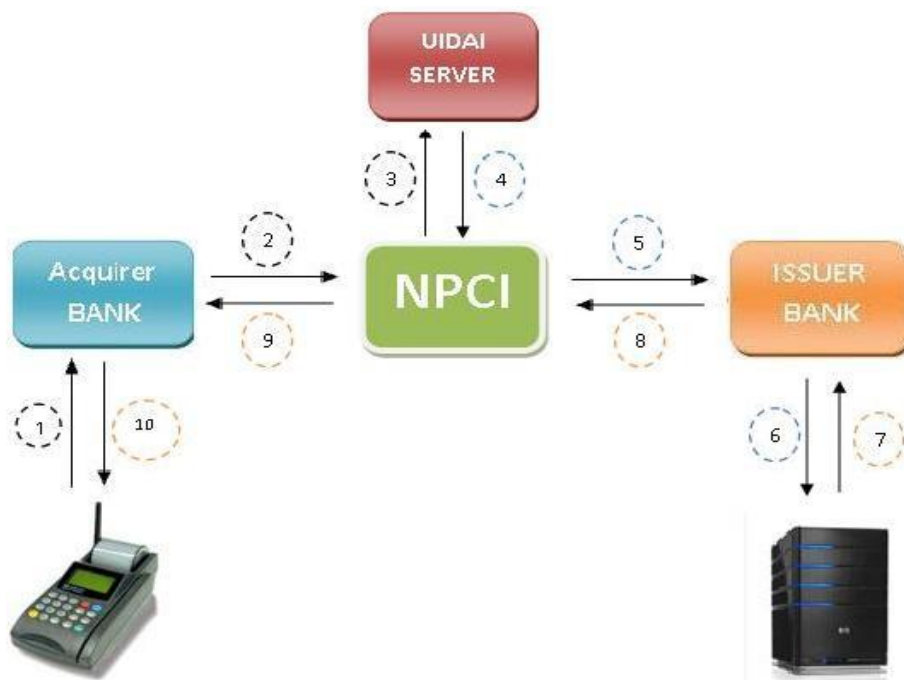
TCC – Consolidate and Timed-out reports.

- i) For a bank (both as an Issuer and Acquirer) Pending as well as TCC transactions which are acted upon.
- ii) Timed out report will be available for Issuer in both xls and csv format.

-----END-----

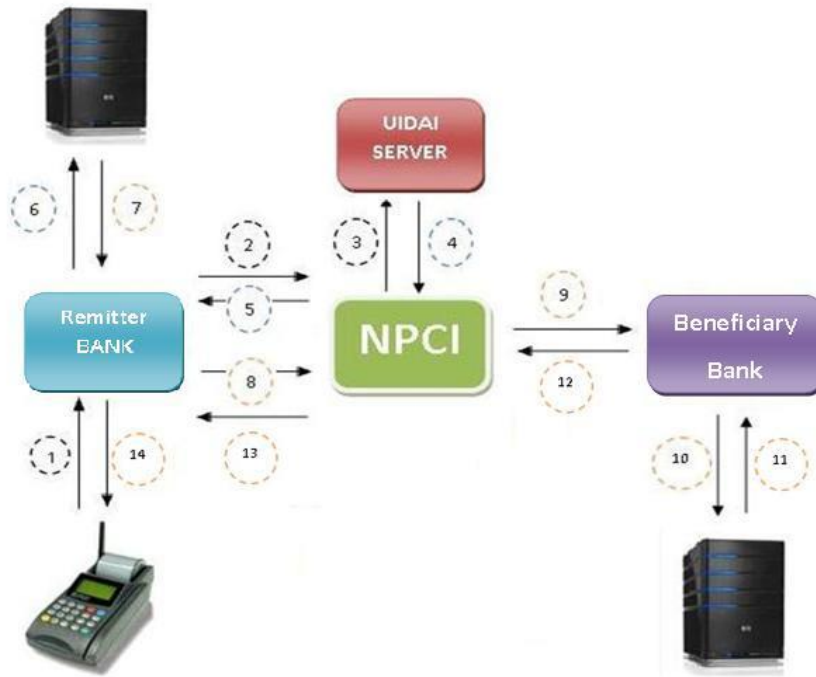
5.0 Annexures

5.1 Annexure – A: Interbank Cash Withdrawal, BHIM Aadhaar, Balance Enquiry and Mini Statement transaction flow (Auth 2.0)



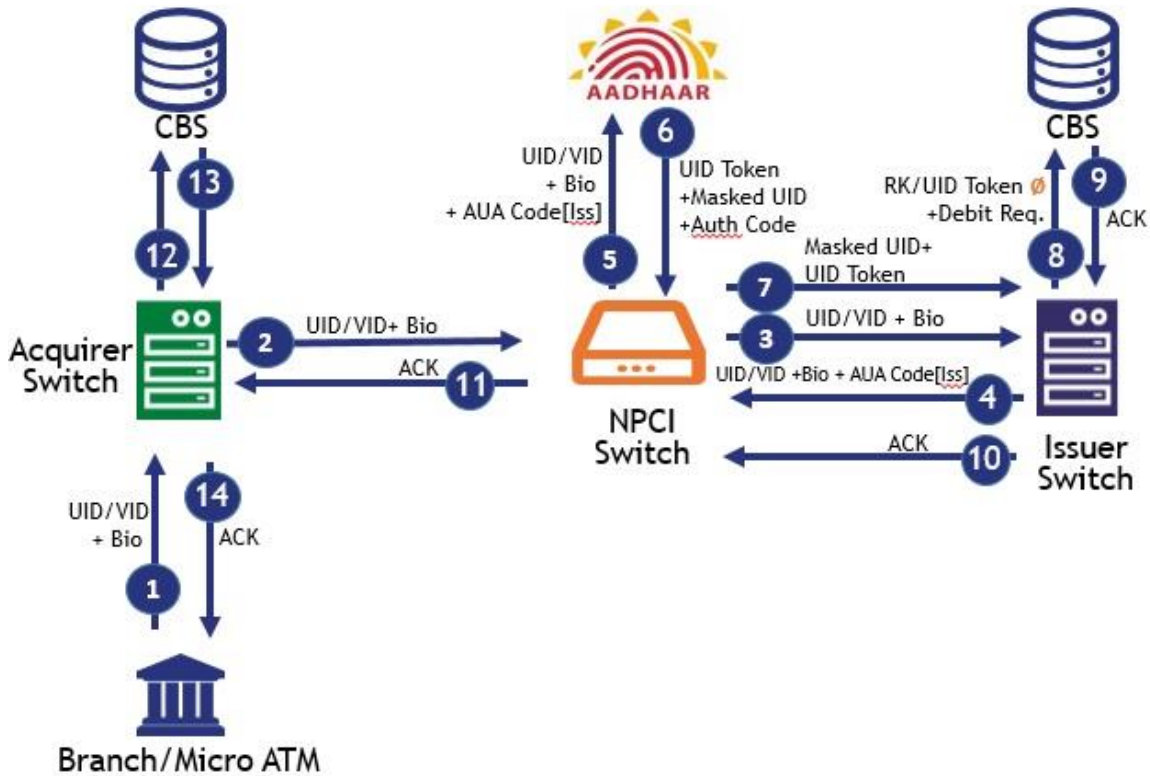
The transaction flow depicted above is for Balance Enquiry, Cash Withdrawal, Mini Statement and Purchase transactions acquired on Acquirer bank terminal for Issuer bank customers. Refer [Annexure K](#) for Dispute/adjustment life cycle available on various transactions types.

5.1 Annexure – A: Aadhaar to Aadhaar Fund transfer transaction flow (Auth 2.0)



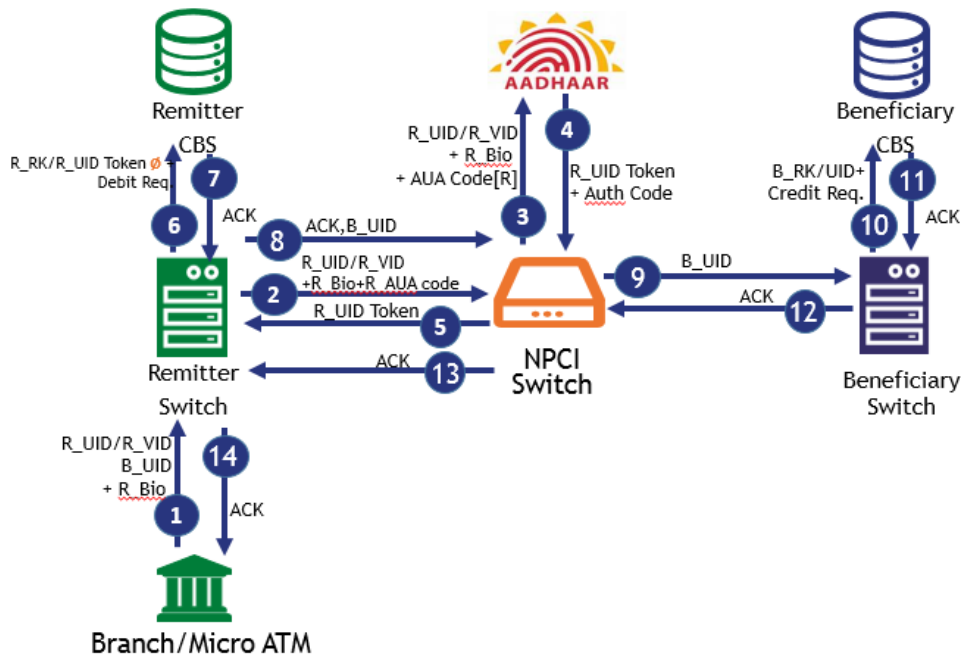
The transaction flow depicted above is for funds transfer from customer account of Remitter Bank to customer account of Beneficiary Bank where the transaction is initiated on Remitter bank's terminal. In fund transfer transaction, customer has to visit his/her home bank BC. Refer [Annexure K](#) for Dispute/adjustment life cycle available on various transactions types.

Annexure – B: Interbank Cash Withdrawal, BHIM Aadhaar, Balance Enquiry and Mini Statement transaction flow (Auth 2.5)



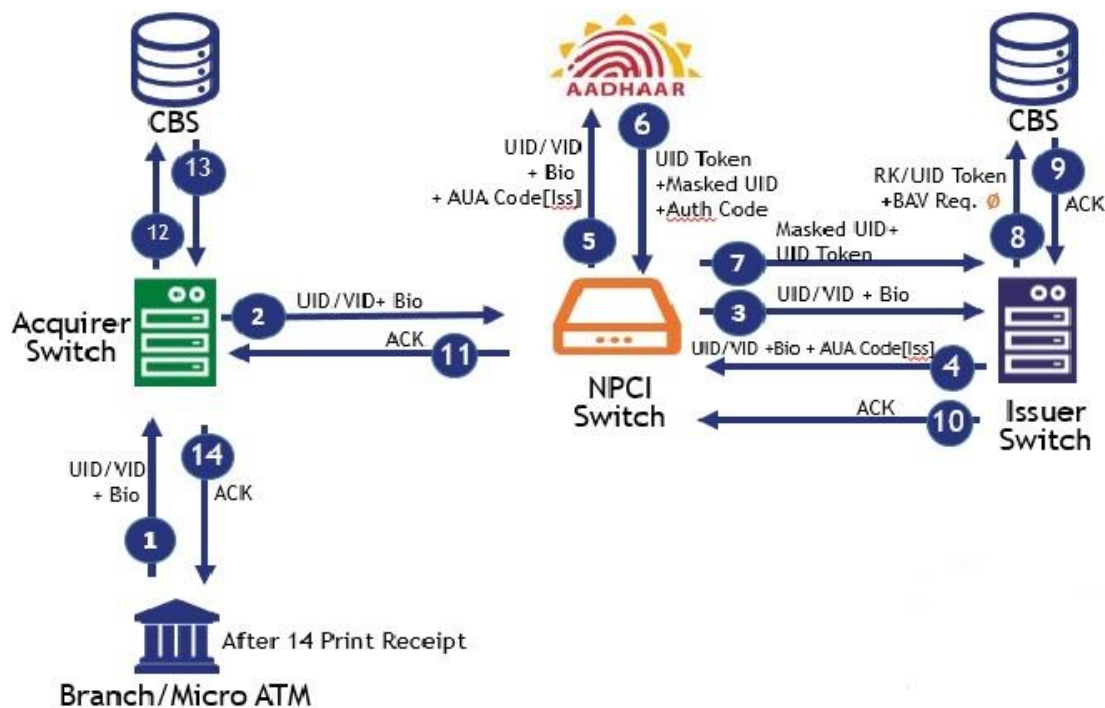
The transaction flow depicted above is for Balance Enquiry, Cash Withdrawal, Mini Statement and Purchase transactions acquired on Acquirer bank terminal for Issuer bank customers. Customer's can use eith Aadhaar number or Virtual Id to perform an AePS transaction under Auth 2.5. Refer [Annexure K](#) for Dispute/adjustment life cycle available on various transactions types.

Annexure – B: Aadhaar to Aadhaar Fund Transfer transaction flow (Auth 2.5)



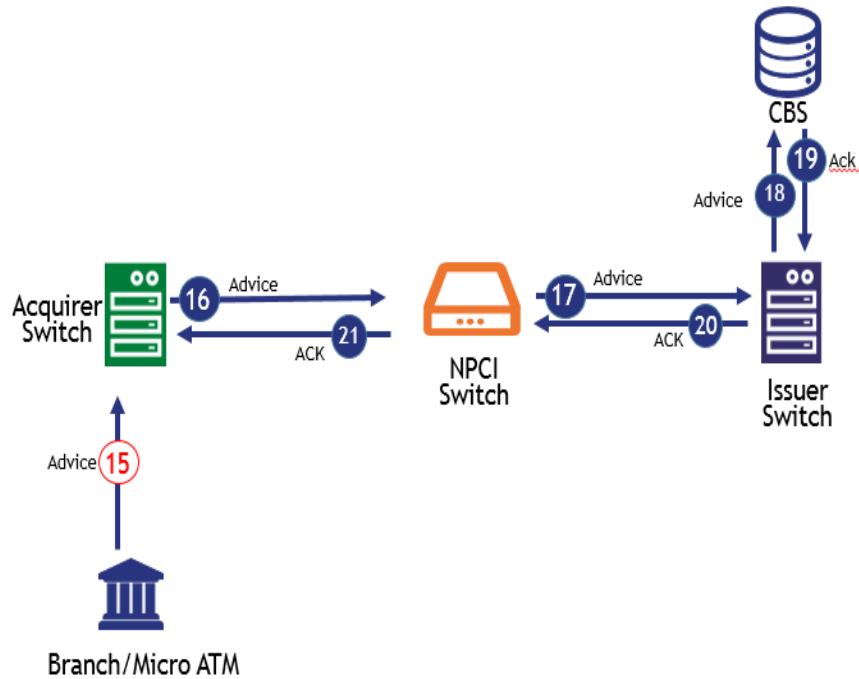
Annexure – B: Cash Deposit transaction flow (Auth 2.5)

1) Leg 1 – Beneficiary Account Validation BAV



The transaction flow depicted above is for BAV (Leg 1) of Cash Deposit transaction which customer can perform an AePS transaction either by use of Aadhaar number or Virtual Id. Refer [Annexure K](#) for Dispute/adjustment life cycle available on various transactions types.

2) Leg 2 – Cash deposit Advice CDA



The transaction flow depicted above is for CDA (Leg 2) of Cash Deposit transaction which is auto generated from Micro ATM post successful BAV .

5.3 Annexure – C: Certification fee Authorisation letter format (Direct member / Sponsor bank)

(Direct member / Sponsor Bank Authorisation Letter format)
(on Bank's Letterhead)

To,

Date: _____

Head - Operations

National Payments Corporation of India

3rd Floor, Raheja Titanium

Off Western Express Highway

Goregaon (East), Mumbai – 400 063

Subject: **Authorisation Letter - Recovery of NPCI charges through RTGS Settlement / RBI Current account**

Madam / Dear Sir,

We refer to your Operating Circular No..... dated issued on recovery of NPCI charges such as Certification fees, other charges etc.

We authorise NPCI to recover certification fees and other charges (for which invoice shall be issued by NPCI) applicable to our bank by debiting Bank's RTGS Settlement / Current account maintained with RBI. We request NPCI to submit the invoices for NPCI charges and intimate bank while debiting the RTGS Settlement / Current account.

We also authorise NPCI to debit our RTGS Settlement / Current account on behalf of our sub-members, if any, for applicable NPCI charges once the authorisation letter is received from our sub-member. We request NPCI to keep us informed about the charges debited to our account on behalf of our sub-members. This will help us to recover the amount from the sub-member's account maintained with us.

Thanking you

Yours Sincerely,

Authorised Signatory

Name:

Designation:

5.4 Annexure – D: Certification fee Authorisation letter format (Sub-member bank)

(Sub-member bank Authorisation Letter format)
(on Sub-member bank's Letterhead)

To,

Date: _____

Head - Operations

National Payments Corporation of India

3rd Floor, Raheja Titanium

Off Western Express Highway

Goregaon (East), Mumbai – 400 063

Subject: **Authorisation Letter - Recovery of NPCI charges through RTGS Settlement / RBI Current account**

Madam / Dear Sir,

We refer to your Operating Circular No..... dated issued on recovery of NPCI charges such as Certification fees, other charges etc.

We authorise NPCI to debit our sponsor bank's RTGS Settlement / Current account on behalf of our bank for applicable NPCI charges. We request NPCI to keep us informed about the charges debited to our sponsor bank's account.

We also authorise our Sponsor bank to debit our Current account maintained with Sponsor bank for recovering charges debited by NPCI to their RTGS Settlement / Current account on behalf of our bank.

Thanking you

Yours Sincerely,

Authorised Signatory

Name:

Designation:

5.5 Annexure – E: User Request Form

Aadhaar Enabled Payment Service (AePS)

User Request Form

Please create User IDs for Aadhaar Enabled Payment Service (AePS) for:

Member Bank Details	
Name:	
IIN/ AID	
Product Name:	Aadhaar Enabled Payment Service (AePS) -
User Request Details	
Request Type:	Create / Modify / Disable / Delete
Access to be Given:	
View and Download Reports	Yes/ No
Raise and View Adjustments/ Disputes	Yes/ No
Name of Authorised Person:	
Designation:	
E-Mail ID:	
Contact Number:	
(Signature & Seal)	

For NPCI Use Only:			
Changes	Name	Signature	Date
Originated by			
Reviewed by			
Approved by			
User IDs created by			

5.6 Annexure – F: List of Settlement Files & Naming convention

Settlement Cycle	File Type	Acquirer File - Naming convention	Issuer File - Naming convention
1C	RAW Data (Financial)	ACQRPDMM211019_1C.mDMM	ISSRPDMM211019_1C.mDMM
	RAW Data (Non-Financial)	ACQRPDMM211019_MW_1C.mDMM	ISSRPDMM211019_MW_1C.mDMM
	NTSL / DSR	AEPSTSLDMM211019_1C.xls	
	Dispute & Adjustment File (EMS)	DMM20191021_1C.xls	
	GST_Bankwise	B_DMM-PAY-GST-2019-20-21102110-10AEPS_1C.xls	B_DMM-REV-GST-2019-20-21102110-10AEPS_1C.xls
	GST_Daywise	DMM-PAY-GST-2019-20-21102110-10AEPS_1C.xls	DMM-REV-GST-2019-20-21102110-10AEPS_1C.xls
	GST_Payable	PAYABLE_DMMGST211019_1C.xls	
	GST_Receivable	RECEIVABLE_DMMGST211019_1C.xls	
	Spool Reports	ACQUPDMM211019_1C.txt	ISSUPDMM211019_1C.txt
	2C	RAW Data (Financial)	ACQRPDMM211019_2C.mDMM
RAW Data (Non-Financial)		ACQRPDMM211019_MW_2C.mDMM	ISSRPDMM211019_MW_2C.mDMM
NTSL / DSR		AEPSTSLDMM211019_2C.xls	
Dispute & Adjustment File (EMS)		DMM20191021_2C.xls	
GST_Bankwise		B_DMM-PAY-GST-2019-20-21102110-10AEPS_2C.xls	B_DMM-REV-GST-2019-20-21102110-10AEPS_2C.xls
GST_Daywise		DMM-PAY-GST-2019-20-21102110-10AEPS_2C.xls	DMM-REV-GST-2019-20-21102110-10AEPS_2C.xls
GST_Payable		PAYABLE_DMMGST211019_2C.xls	
GST_Receivable		RECEIVABLE_DMMGST211019_2C.xls	
Spool Reports		ACQUPDMM211019_2C.txt	ISSUPDMM211019_2C.txt

5.7 Annexure – G: Two Settlement Calendar

AePS Multiple Settlement Calendar							
Transaction Day	TD-Time – in hrs.	Settlement day	Settlement time (Cycle - 1)	Transaction Day	TD-Time – in hrs.	Settlement day	Settlement time (Cycle - 2)
Monday	13:00:01 - 23:00:00	Tuesday	9:30 AM	Monday + Tuesday	23:00:01 - 13:00:00	Tuesday	4:30 PM
Tuesday	13:00:01 - 23:00:00	Wednesday	9:30 AM	Tuesday + Wednesday	23:00:01 - 13:00:00	Wednesday	4:30 PM
Wednesday	13:00:01 - 23:00:00	Thursday	9:30 AM	Wednesday + Thursday	23:00:01 - 13:00:00	Thursday	4:30 PM
Thursday	13:00:01 - 23:00:00	Friday	9:30 AM	Thursday + Friday	23:00:01 - 13:00:00	Friday	4:30 PM
Friday	13:00:01 - 23:00:00	Saturday	9:30 AM	Friday + Saturday	23:00:01 - 13:00:00	Saturday	4:30 PM
Saturday	13:00:01 - 23:00:00	Monday	9:30 AM	Sunday + Monday	23:00:01 - 13:00:00	Monday	4:30 PM
Saturday + Sunday	23:00:01 - 13:00:00 and 13:00:01 - 23:00:00						

5.10 Annexure – J: Issuer STL file

BMU Bank of Maharashtra -AEPS PARTICIPANT ISSUER ACTIVITY Proc Date : 08/11/18 Page : 1
356 Indian Rupee (India) Run Date : 09/11/18 Prog : ZSTL7IUR
Run Time : 01:05:14 Id : ISSUP

-----SETTLEMENT-----

CARD NUMBER	M TRAN	DESC	TRAN AMT	CUSTOMER	LOCATION	RAN	MERCHANT	LOCATION	REROTPE	ORGWCHANFEMCCERROERROR	FREE TEXT	PA	
6073870*****	MRT	00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	ISSUER DECLINE - UNSPECIFIED REASON
08/11/18 06:45:21	831206400000	register	Ankita	KSK	Lonideokar	NA	NAIN						
6073870*****	MRT	00	2000.00-	0.00	2000.00-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	APPROVED
08/11/18 08:19:08	831208100000	register	S/O	HOLU	MARTHE	VIL &	PMISC	CITIES	IN				
6073870*****	MRT	00	4550.00-	0.00	4550.00-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	APPROVED
08/11/18 08:32:21	831208129360	register	SHIV	SHANKAR	SAPATE	TUM	Tumsar	PBIN					
6073870*****	MRT	00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	U3BIOMETRIC DATA DID NOT MATCH
08/11/18 08:41:36	831208196430	register	GRAM	SURAJ	PURA	POST	MADMISC	CITIES	IN				

BMU Bank of Maharashtra -AEPS PARTICIPANT ISSUER ACTIVITY Proc Date : 08/11/18 Page : 2
356 Indian Rupee (India) Run Date : 09/11/18 Prog : ZSTL7IUR
Run Time : 01:05:14 Id : ISSUP

SUMMARY TOTALS

TRANSACTION	---NUMBER---	DESCRIPTION	APPRV	DENIED	DEBITS	CREDITS	ISSUER FEE	NETWORK FEE	NET STLMNT AMOUNT
WTD	5122 3144	12430534.00-			0.00	0.00	0.00	0.00	12430534.00-
SubTotal	5122 3144	12430534.00-			0.00	0.00	0.00	0.00	12430534.00-
MRT	214 142	305523.00-			0.00	0.00	0.00	0.00	305523.00-
SubTotal	214 142	305523.00-			0.00	0.00	0.00	0.00	305523.00-
MDB	29 1	0.00 116020.00			0.00	0.00	0.00	0.00	116020.00
SubTotal	29 1	0.00 116020.00			0.00	0.00	0.00	0.00	116020.00
INQ	3919 3191	0.00 0.00			0.00	0.00	0.00	0.00	0.00
SubTotal	3919 3191	0.00 0.00			0.00	0.00	0.00	0.00	0.00
Total	9284 6478	12736057.00-			116020.00	0.00	0.00	0.00	12620037.00-

BMU Bank of Maharashtra -AEPS PARTICIPANT ISSUER ACTIVITY Proc Date : 08/11/18 Page : 3
356 Indian Rupee (India) Run Date : 09/11/18 Prog : ZSTL7IUR
Run Time : 01:05:14 Id : ISSUP

GRAND TOTALS

TRANSACTION	---NUMBER---	DESCRIPTION	APPRV	DENIED	DEBITS	CREDITS	ISSUER FEE	NETWORK FEE	NET STLMNT AMOUNT
WTD	5122 3144	12430534.00-			0.00	0.00	0.00	0.00	12430534.00-
SubTotal	5122 3144	12430534.00-			0.00	0.00	0.00	0.00	12430534.00-
MRT	214 142	305523.00-			0.00	0.00	0.00	0.00	305523.00-
SubTotal	214 142	305523.00-			0.00	0.00	0.00	0.00	305523.00-
MDB	29 1	0.00 116020.00			0.00	0.00	0.00	0.00	116020.00
SubTotal	29 1	0.00 116020.00			0.00	0.00	0.00	0.00	116020.00
INQ	3919 3191	0.00 0.00			0.00	0.00	0.00	0.00	0.00
SubTotal	3919 3191	0.00 0.00			0.00	0.00	0.00	0.00	0.00
Total	9284 6478	12736057.00-			116020.00	0.00	0.00	0.00	12620037.00-

5.11 Annexure – J: Acquirer STL file

BMU Bank of Maharashtra -AEPS SETTLEMENT Proc Date : 08/11/18 Page : 1
 356 Indian Rupee (India) PARTICIPANT ACQUIRER ACTIVITY Run Date : 09/11/18 Prog : Z
 7AQR

Run Time : 01:05:14 Id : ACQUP

-----SETTLEMENT-----

CARD NUMBER M TRAN DESC TRAN AMT CUSTOMER LOCATION RANMERCHANT LOCATION REROTPE ORGWCHANFEMCCERROERROR FREE TEXT PA

6070950***** MRT 0.00 0.00 0.00 0.00 0.0024INSUFFICIENT FUNDS
 08/11/18 09:41:07 831209106617 register OAMSAI KRUSHI SEWA KENDAhmednagar MHIN
 6069850***** MRT 0.00 0.00 0.00 0.00 0.0008ISSUER IS INOPERATIVE
 08/11/18 09:42:46 831209106618 register OAMSAI KRUSHI SEWA KENDAhmednagar MHIN
 6070950***** MRT 0.00 0.00 0.00 0.00 0.0024INSUFFICIENT FUNDS
 08/11/18 09:43:33 831209106619 register OAMSAI KRUSHI SEWA KENDAhmednagar MHIN
 6070940***** MRT 1500.00 0.00 1500.00 0.00 0.0000APPROVED
 08/11/18 09:47:24 831209106622 register sumeel paradkar near paChhindwara MPIN

PARTICIPANT ACQUIRER ACTIVITY Run Date : 09/11/18 Prog : ZSTL7AQR

356 Indian Rupee (India) Run Time : 01:05:14 Id : ACQUP

SUMMARY TOTALS

TRANSACTION	---NUMBER---	DESCRIPTION	APPRV	DENIED	DEBITS	CREDITS	ACQUIRER FEE	NETWORK FEE	NET STLMNT AMOUNT
WTD	463 195				0.00	1655493.00	0.00	0.00	1655493.00
SubTotal	463 195				0.00	1655493.00	0.00	0.00	1655493.00
MRT	40 31				0.00	49317.00	0.00	0.00	49317.00
SubTotal	40 31				0.00	49317.00	0.00	0.00	49317.00
INQ	352 242				0.00	0.00	0.00	0.00	0.00
SubTotal	352 242				0.00	0.00	0.00	0.00	0.00

Total 855 468 0.00 1704810.00 0.00 0.00 1704810.00
 UNPROCESSED 0 0 0.00 0.00 0.00 0.00 0.00

GrandTotal 855 468 0.00 1704810.00 0.00 0.00 1704810.00

BMU Bank of Maharashtra -AEPS SETTLEMENT Proc Date : 08/11/18 Page : 3
 356 Indian Rupee (India) PARTICIPANT ACQUIRER ACTIVITY Run Date : 09/11/18 Prog : ZSTL7AQR
 Run Time : 01:05:14 Id : ACQUP

PARTICIPANT TOTALS

TRANSACTION	---NUMBER---	DESCRIPTION	APPRV	DENIED	DEBITS	CREDITS	ACQUIRER FEE	NETWORK FEE	NET STLMNT AMOUNT
WTD	463 195				0.00	1655493.00	0.00	0.00	1655493.00
SubTotal	463 195				0.00	1655493.00	0.00	0.00	1655493.00
MRT	40 31				0.00	49317.00	0.00	0.00	49317.00
SubTotal	40 31				0.00	49317.00	0.00	0.00	49317.00
INQ	352 242				0.00	0.00	0.00	0.00	0.00
SubTotal	352 242				0.00	0.00	0.00	0.00	0.00

Total 855 468 0.00 1704810.00 0.00 0.00 1704810.00
 UNPROCESSED 0 0 0.00 0.00 0.00 0.00 0.00

GrandTotal 855 468 0.00 1704810.00 0.00 0.00 1704810.00

5.12 Annexure – K: Daily Settlement Report/NTSL format

Daily Settlement Statement for ABC Bank as on DD/MM/YYYY			
Description	No. Of Txn	Debit	Credit
Acquirer eKYC Approved Fee	XXX	XXX	
Acquirer eKYC Approved NPCI Switching Fee	XXX	XXX	
Acquirer eKYC Approved NPCI Switching Fee – GST	XXX	XXX	
Issuer AUTH Approved Fee	XXX	XXX	
Issuer AUTH Approved NPCI Switching Fee	XXX	XXX	
Issuer AUTH Approved NPCI Switching Fee - GST	XXX	XXX	
ACQUIRER BI Approved Fee	XXX		XXX
ACQUIRER BI Approved Fee – GST	XXX		XXX
Acquirer Fund Transfer Approved Fee	XXX	XXX	
Acquirer Fund Transfer Approved Fee - GST		XXX	
Acquirer Fund Transfer Declined	XXX		
Acquirer MS Approved Fee	XXX		XXX
Acquirer MS Approved Fee – GST			XXX
Acquirer MS Declined	XXX		
Acquirer WDL Approved Fee	XXX		XXX
Acquirer WDL Approved Fee – GST			XXX
Acquirer WDL Declined	XXX		
Acquirer WDL Transaction Amount	XXX		XXX
Issuer BI Approved Fee	XXX	XXX	
Issuer BI Approved Fee – GST		XXX	
Issuer BI Approved NPCI Switching Fee	XXX	XXX	
Issuer BI Approved NPCI Switching Fee - GST		XXX	
Issuer BI Declined	XXX		
Issuer MS Approved Fee	XXX	XXX	
Issuer MS Approved Fee – GST		XXX	
Issuer MS Approved NPCI Switching Fee	XXX	XXX	
Issuer MS Approved NPCI Switching Fee - GST		XXX	
Issuer MS Declined	XXX		
Issuer WDL Approved Fee	XXX	XXX	
Issuer WDL Approved Fee – GST		XXX	
Issuer WDL Approved NPCI Switching Fee	XXX	XXX	

Issuer WDL Approved NPCI Switching Fee - GST		XXX	
Issuer WDL Declined	XXX		
Issuer WDL Transaction Amount	XXX	XXX	
Settlement Charges		XXX	
Issuer / Acquirer Sub Totals		XXXXXX	XXXXXX
Settlement Amount		XXXXXX	
Net Adjusted Amount		XXX	
Net Adjusted Fee with Tax		XXX	
Penalty received for not updating DRC for RC - 08, 40, 41, 31, 50 TXNs on T + 1 working day		XXX	
GST on Penalty received for not updating DRC for RC- 08, 40, 41, 31, 50 TXNs on T+1 working day		XXX	
Penalty levied for not updating DRC for RC - 08, 40, 41, 31, 50 TXNs on T + 1 working day			XXX
GST on Penalty levied for not updating DRC for RC- 08, 40, 41, 31, 50 TXNs on T+1 working day			XXX
Penalty levied for not updating DRC for RC - 08, 40, 41, 31, 50 TXNs on T + 1 working day		XXX	
Re-Credit Customer Account Penalty (Pre-Arbitration Partial Rejected)			XXX
Final Settlement Amount		XXXXXX	X
Dispute Adjustments			
Description	Ref. No	Debit	Credit
Chargeback Details			
Chargeback From XXX	'1686000666	XXX	
Chargeback From XXX	'2335	XXX	
Total Chargeback Amount		XXX	X
CREDIT Adjustment Details			
CREDIT Adjustment From XXX	'21-05-16		XXX
CREDIT Adjustment From XXX	'4213683416058368/613710001207		XXX
Total CREDIT Adjustment Amount		X	XXX

Pre Arbitration Details			
Pre Arbitration From XXX	'CHB16051602050125645	XXX	
Pre Arbitration From XXX	'NP1602079	XXX	
Total Pre Arbitration Amount		XXX	X
Pre-Arbitration Decline Details			
Pre-Arbitration Decline from XXX	'12942	XXX	
Pre-Arbitration Decline from XXX	'2406	XXX	
Total Pre-Arbitration Decline Amount		XXX	X
Representment Details			
Representment From XXX	'1337652	XXX	
Representment From XXX	'1338099	XXX	
Total Representment Amount		XXX	X
Adjustment Sub Total			
		XXX	XXX
Net Adjusted Amount			
		XXX	X
Goodfaith chargeback not accepted/rejected raised by XXX	XXX 040516 101(16062124)	XXX	
Penalty for not raising credit adjustment To XXX	XXX 210516 002(16213628)	XXX	
Penalty for not raising credit adjustment To XXX	XXX 210516 022(16215047)	XXX	
Goodfaith chargeback not accepted/rejected raised to XXX	'CRM0405161005158504(16060487)		XXX
Goodfaith chargeback not accepted/rejected raised by XXX	'GF/ISS/FSS/6977(16068123)	XXX	
Goodfaith chargeback not accepted/rejected raised by XXX	'AEPSSG3054(16066509)	XXX	
Goodfaith chargeback not accepted/rejected raised by XXX	'AEPSSG3055(16066512)	XXX	
Final Settlement Amount Including AEPS ONUS,AEPS OFFUS and AEPS IFIS Including Sub Member Bank		0	XXX
Note:			
1.The break-up of GST as CGST+S/UTGST or IGST would be available in monthly NPCI Fee Invoice and monthly tax report for interchange fee.			
2.Members are advised to record the trasactions on gross basis i.e. for Issuing and Acquiring transactions separately.			

3. The interchange fee receiving members will have to raise invoices to paying members within the specified timelines as per GST rule.

5.13 Annexure – L: Bulk Upload file format

Bankadjref	Flag	Shtdat	Adjamt	Shser	Shcrd	Filename	Reason	URN	Reason Code
CA_181119	B	11/18/2019	999.96	932212284912		CA_1811	1	201911181228535000	
CA_181119	B	11/18/2019	999.96	932212294915		CA_1811	1	201911181229134000	
CA_181119	B	11/18/2019	999.96	932212284913		CA_1811	1	20191118122901400	
CA_181119	B	11/18/2019	999.96	932212294914		CA_1811	1	201911181229075000	
CB_181119	C	11/18/2019	999.96	932212294916		CA_1811	1	201911181229245000	1065
CB_181119	C	11/18/2019	999.96	932212294917		CA_1811	1	201911181229358000	1065
CB_181119	C	11/18/2019	999.96	932212304919		CA_1811	1	201911181230123000	1065
CB_181119	C	11/18/2019	999.96	932212304920		CA_1811	1	201911181230232000	1065
CB_181119	C	11/18/2019	999.96	932212294918		CA_1811	1	201911181230008000	1065

***Reason code is mandatory only for Aadhaar Pay transaction type. For other than Aadhaar Pay transactions the same to be blank.**

**** Either Shcrd or URN to be used by bank in Bulk upload format.**

5.14 Annexure – M: Dispute Resolution mechanism based on dispute types
Types of disputes pertaining to chargeback (Cash withdrawal & Cash Deposit)

Auth / Adjustment Type	TAT	Raised By	Funds Movement	Interchange Movement	Penalty
Chargeback	Within 60 days from the next day of the Transaction	Issuer	Acquirer - Issuer	Acquirer – Issuer	
ChargeBack Acceptance	Within 5 days from the next day of the chargeback (where representment is not raised)	Acquirer	-	-	ChargeBack accepted/deemed accepted after 4 days from transaction date @ ₹ 100/- per day
Representment	Within 5 days from the next day of the chargeback (where chargeback is not accepted)	Acquirer	Issuer - Acquirer	Issuer – Acquirer	-
PreArbitration	30 days from the next day of the representment	Issuer	-	-	-
PreArbitration Accept / deemed accept	Within 17 days from the next day of the pre-arbitration (where pre-arbitration is not rejected)	Acquirer	Acquirer - Issuer	Acquirer – Issuer	Pre-Arbitration accepted/deemed accepted after 4 days from transaction date @ ₹ 100/- per day
PreArbitration Reject	Within 17 days from the next day of the pre-arbitration (where pre-arbitration is not accepted)	Acquirer	-	-	-
Arbitration	Within 30 days from the next day of the Pre-arbitration Rejection	Issuer	-	-	-

PRD decision given in favour of Issuer Or acceptance by Acquirer			Acquirer - Issuer	Acquirer – Issuer	1. Arbitration Fee + GST. 2. Arbitration accepted/deemed accepted after 4 days from transaction date @ ₹ 100/- per day
PRD decision given in favour of Acquirer Or Withdrawn by Issuer			-	-	-

Types of disputes pertaining to chargeback (BHIM Aadhaar /Purchase transactions)

Auth / Adjustment Type	TAT	Raised By	Funds Movement	Interchange Movement	Penalty
Chargeback	Within 60 days from the next day of the Transaction	Issuer	Acquirer – Issuer	Issuer – Acquirer	-
ChargeBack Acceptance	Within 5 days from the next day of the chargeback (where representment is not raised)	Acquirer	-	-	-
Representment	Within 5 days from the next day of the chargeback (where chargeback is not accepted)	Acquirer	Issuer – Acquirer	Acquirer – Issuer	-
PreArbitration	30 days from the next day of the representment	Issuer	-	-	-
PreArbitration Accept / deemed accept	Within 17 days from the next day of the pre-arbitration (where pre-arbitration is not rejected)	Acquirer	Acquirer – Issuer	Issuer – Acquirer	

PreArbitration Reject	Within 17 days from the next day of the pre-arbitration (where pre-arbitration is not accepted)	Acquirer	-	-	-
Arbitration	Within 30 days from the next day of the Pre-arbitration Rejection	Issuer	-	-	-
PRD decision given in favour of Issuer Or acceptance by Acquirer			Acquirer – Issuer	Issuer – Acquirer	1. Arbitration Fee + GST
PRD decision given in favour of Acquirer Or Withdrawn by Issuer			-	-	-

Types of disputes pertaining to debit adjustments (available only for Aadhaar to Aadhaar Fund transfer transaction type):

Adjustment Type	TAT	Raised By	Funds Movement	Interchange Movement	Switching fee Movement
Debit Adjustment	Within 5 days from the next day of the Transaction	Beneficiary	Remiter – Beneficiary	Remiter - Beneficiary	Remitter - NPCI

Types of disputes pertaining to credit adjustments: (available only for Cash withdrawal & Cash Deposit transaction type):

Adjustment Type	TAT	Raised By	Funds Movement	Interchange Movement	Penalty
Credit Adjustment	Within 60 days from the next day of the Transaction	Acquirer	Acquirer – Issuer	Acquirer – Issuer	For Cash Withdrawal transactions only- ₹ 100/- per day for Cr Adj raised after 4 days from transaction date

Types of disputes pertaining to good faith cases adjustments:

Good faith Chargeback

Sr.No	Dispute Type	TAT	Initiated by	Condition	Charges & Penalty	Fund Transfer	
						From (Dr)	To (Cr)
1	Good faith Chargeback	Within 60 days after expiry of chargeback period of 60 days	Issuer	Where chargeback is not raised	Applicable	No fund Transfer as the good faith has to be responded by Acquirer within 15 days	
	Good faith Chargeback Accept	Within 15 days after raising good faith chargeback	Acquirer	Acquirer has to respond within 15 days or else considered as Deemed Acceptance	Applicable	Acquirer	Issuer
	Good faith Chargeback Reject	Within 15 days after raising good faith chargeback	Acquirer	Acquirer has to respond within 15 days or else considered as Deemed Acceptance	NA	No fund Transfer as Acquirer has rejected the case	

Good faith Re-presentation

2	Good faith Re-presentation	Within 60 days after expiry of Re-presentation period of 5 days	Acquirer	No re-presentation is raised on chargeback	NA	No fund Transfer as the good faith has to be responded by Issuer within 15 days	
	Good faith Re-presentation Accept	Within 15 days after raising good faith Re-presentation	Issuer	Issuer has to respond within 15 days or else considered as Deemed Acceptance	NA	Issuer	Acquirer
	Good faith Re-presentation Reject	Within 15 days after raising good faith Re-presentation	Issuer	Issuer has to respond within 15 days or else considered as Deemed Acceptance	NA	No fund Transfer as Issuer has rejected the case	

Note: Compensation to customer for delayed credit of AEPS cash withdrawal dispute shall be debited to Acquirer & credited to Issuer for disputes accepted at chargeback pre-arbitration or arbitration stage and for cases where PRD decision is given in favour of Issuer.

5.15 Annexure – N: Confirmation by Acquiring bank for successful cash withdrawal at MICRO ATM

To be given by Acquiring Bank

Confirmation by Acquiring Bank for successful cash withdrawal transaction at MICRO ATM

(Please submit this form for re-presentment/rejection of pre-arbitration and arbitration)

Madam/Dear Sir,

We refer to the below mentioned chargeback/pre-arbitration/arbitration raised against our bank for cash withdrawal at our MICRO ATM:

Description	Particulars
Dispute Date (Chbk/Pre-arb/Arb)	
PAN Number	
Transaction date	
RRN	
Terminal ID	
Transaction Amount	

We hereby confirm that above mentioned transaction was successful and the cash was given to customer. We also confirm that this document can be used as evidence in the dispute management process at NPCI. If required, this confirmation can be shared with the customer and/or any other authority as the issuing bank may consider necessary.

(Authorised Signatory)

Rubber Stamp

Name & Designation of Signatory: _____

Bank Name: _____

Date: _____

(Note: Kindly use separate declaration for each dispute)

5.16 Annexure – O: Issuer Submission Form Format:

ISSUER SUBMISSION FORM

Bank Details:

Bank Name				
Branch Address (where AePS Aadhaar holder holds account)				
Contact Person Details:				
No.	Name & Designation:	Telephone	Mobile	E-mail ID:
1				
2				
3				

Transaction details:

Aadhaar number	Micro ATM ID	Micro ATM Location	RRN	Transaction ID
Transaction Date	Transaction Time	Transaction Amount	Disputed Amount	Response code

Chargeback Details:

Date and time of lodging complaint with Bank	Date of raising chargeback in BCS System	Whether this complaint has been referred to Ombudsman	Remarks (Any other information)

What is the cash withdrawal limit for the customer per day.

--

Customer Information:

1.	What type of Account does the card pertain to? a. SB/ CA/ OD/ CCR b. Staff/ Customer	
2.	Account opening date	
3.	Details of Credit (reversal) in customers account for Micro ATM cash withdrawal done on the same day (disputed transaction date) and for same Micro ATM ID. Provide RRN No and Amounts with Cr (eg.If disputed transaction is dated 1/1/15 of micro ATM Id ABCD1234, then all credits to customer account on 1/1/15 for micro ATM Id ABCD1234 only should be provided including even those transactions which are not disputed by the customer)	
4.	Have there been any AePS complaints (ONUS + OFFUS) of this customer in the last 1 year. If Yes provide details in the below mentioned format	
5.	Remarks – Any other information	

Details of Micro -ATM cash withdrawal complaints as mentioned in Point No. 4

Sr. No.	Transaction Date	RRN	Disputed Amount	ONUS / OFFUS	Dispute Status (Accepted / Rejected / Pending)
1					
2					
3					
4					

We declare that to the best of our knowledge and belief, the information furnished herein and in the statements/ annexures enclosed are true, correct and complete. We further confirm that we shall readily submit any further information that may be called for by the Panel for Resolution of Dispute (PRD) or by NPCI so as to settle this case.

Date:

Signature & Bank Seal:

Place:

Name:

5.17 Annexure – P: Acquirer Submission Form Format

Acquirer Submission Form

Bank Details:

Bank Name				
Contact Person Details:				
No.	Name & Designation:	Telephone	Mobile	E-mail ID:
1				
2				
3				

Transaction details:

Aadhaar number	Micro ATM ID	Micro ATM Location	BC Details	RRN
Transaction Date	Transaction Time	Transaction Amount	Disputed Amount	Response code

Micro - ATM Details:

Type of Device used by BC make/model	Type of Finger Scanner used by BC	Whether any problem was observed at the Micro –ATM at time of the concerned transaction e.g. power failure/ reboot – If Yes then documentary evidence thereof
Letter from BC confirming that the Transaction was successful and cash was handed over/Goods & services provided to Customer	Copy of BC Register as proof of Cash delivered/ Goods & services provided to Customer	

Proof / evidence submitted: (Please attach proof copy)

Copy of EJ / JP	Copy of FI/Switch log	Copy of BC Register	BC settlement report	Machine Breakdown Report	Any Other Proof

1. Copy of Electronic Journal (EJ)/ Journal Print (JP) log should contain the disputed transaction along with 3 preceding & 3 succeeding successful cash withdrawal transactions.
 - Explanation/ details to be provided for missing transactions if any in EJ/ JP copy
 - If there are no successful preceding or succeeding cash withdrawal transaction within the Micro ATM EOD, then copy EJ/JP log for earlier or subsequent day (as the case may be) must be provided.

2. Copy of FI/Switch log of the disputed transaction along with 8 to 10 preceding and succeeding transactions in sequential order (sorted on date and time for the Micro ATM). If the disputed transaction is the first or last transaction of the day, then copy of switch log for earlier or subsequent day (as the case may be) should be provided.

3. All documents submitted by the Acquirer should be stamped and signed by Bank/ BC official.

Reason for Rejecting Pre-arbitration:

We declare that to the best of our knowledge and belief, the information furnished herein and in the statements/ annexures enclosed are true, correct and complete. We confirm that, the copy of EJ/JP and Switch report/logs are true copies of the records automatically generated and stored in the system. We further confirm that we shall readily submit any further information that may be called for by the Panel for Resolution of Dispute (PRD) or by NPCI so as to settle this case.

Date:

Signature & Bank Seal:

Place:

Name: