

NPCI/2023-24/AEPS/084

To,  
All Members participating in AePS Network

Madam/Dear Sir,

**Sub: Unified Dispute and Issue Resolution (UDIR) - Enhancing complaint handling and resolution process for AePS transactions.**

We refer to RBI Circular RBI/2020-21/21 DPSS.CO.PD No. 116/02.12.004/2020-21 dt. 6<sup>th</sup> Aug'20 on Online Dispute Resolution (ODR) System for Digital Payments, whereby it has advised PSO and PSPs i.e. banks and non-banks to implement online dispute resolution process for handling and resolving customer complaints.

NPCI has introduced UDIR which can act as a layer for member banks to connect their systems and handle disputes / queries thru API calls.

**Key Enablement:** Following are the key propositions, which participants need to enable for facilitating online dispute resolution of customer complaints for AePS transaction.

**1. Issuer/Remitter Bank**

- a. To connect their CRM/Complaint management system or any other internal system (mobile/internet banking/etc.) to UDIR system at NPCI to be able to raise dispute.
- b. To make necessary changes in reconciliation and complaint handling process at Bank end.
- c. To process reversal in customer account on the basis of response (failed transaction) received wherever applicable.
- d. To communicate customer any change in the status of the transaction / complaint or dispute through CRM, mobile app, internet banking, SMS, Email etc.

**2. Acquirer/Beneficiary Bank**

- a. To connect their switch application from which status of AePS transaction can be ascertained and responded with on receipt of API request from UDIR.
- b. System connected to UDIR to have real time transaction data so that it can respond to the request received from UDIR, immediately after completion of transaction.
- c. To make necessary changes in reconciliation and dispute handling process at Bank end.
- d. To allow registration of complaint (Dispute) and checking status of transaction/complaint through BC/CSP/Agent point using UDIR API - Acquirer's internal system (which is connected to BC) to connect with UDIR for customer transacting on any BC/CSP/Agent terminal of the (same) Acquirer.

The list of APIs and other important points are given in Annexure A

Members can refer latest version of Technical Specification Document (TSD) for implementation. All members should have it implemented in their DR setup too, for giving seamless services to the end customers.

You may please make a note of the above and disseminate the information contained herein to all the officials concerned.

Yours sincerely,

SD/-

**Kunal Kalawatia**

**Chief Products**

AePS – UDIR OC NPCI/2023-24/AEPS/084 dated 21<sup>st</sup> July 2023

1. List of APIs - UDIR

Sr.No	API	Type (Category)	Scenarios/Transactions	Initiator	Responder
1	ReqChkTxn	ChkTxn	To check the status of the transaction / dispute or adjustment raised at NPCI	Issuer/ Acquirer (incase BC initiated)	UDIR
2	ReqChkTxn	ChkTxn	To check the status of the transaction at the acquirer's end	AePS SWITCH (NPCI)	Acquirer Switch
3	ReqComplaint	Complaint	To raise a complaint for financial transaction	Issuer/ Acquirer (incase BC initiated)	UDIR
4	ReqChkTxn	STATUS	To check the response for timeout cases for complaints	Issuer/ Acquirer (incase BC initiated)  UDIR	UDIR  Acquirer Switch
5	ReqChkTxn	DisputeStatusChk	To check the status of the fund transfer at the beneficiary end	AePS Switch (NPCI)	Beneficiary (Issuer)
6	ReqChkTxn	Advice	Initiated by NPCI to Issuer for Cash deposit transactions	AePS Switch (NPCI)	Issuer Switch
7	ReqPay	Reversal	Initiated by Acquirer within settlement cycle sent to Issuer via AePS Switch	Acquirer Switch (NPCI)  AePS Switch (NPCI)	AePS Switch (NPCI)  Issuer Switch

All API's mentioned above are asynchronous in nature.

In case of any rejection/error for API call, members to check the API response and act accordingly.

## 2. Reconciliation and Dispute Management:

- a) Dispute/adjustment shall be raised directly in the ARCS (back office) system for transactions based on the complaint received through API of UDIR and response receive from Acquirer/Beneficiary.
- b) UDIR shall help resolve customer complaints in the following ways:
  - i. Generating online reversal for the transaction based on response from Acquirer/Beneficiary Bank (*if it's within the reversal time period*).
  - ii. Raising credit adjustment for transactions failed at Acquirer Bank end and where reversal is not possible.
  - iii. Raising chargeback (CB) for transactions.
- c) Issuer/Remitter Banks can also have their Mobile Banking and Internet Banking systems directly connected to UDIR for checking the status of the transaction / dispute as well as raise disputes (complaints).
- d) Whenever the Bank raises a ReqComplaint request to UDIR, it is assumed that the request is for NPCI to raise a dispute (chargeback) on their behalf, based on the status of the transaction.
- e) Customer complaints related to the below scenarios will be addressed by UDIR:

Transaction Type	Particulars	Flag	Code
Cash Withdrawal	Cash not received	B	NA
Fund Transfer	Remitter account debited but Beneficiary A/c not credited	B	NA
Cash Deposit	Cash not deposited in account	B	NA
BHIM Aadhaar Pay	Credit not processed for cancelled or returned goods and services	B	1061
	Goods and Services not as described / defective	B	1062
	Paid by alternate means	B	1063
	Goods or Services Not Provided / Not Received	B	1064
	Account Debited But Confirmation Not Received at Merchant Location	B	1065

*NOTE: If (Complaint) chargeback is initiated with any other reason code, the same will be rejected by UDIR*

- f) When UDIR system requests the status of a transaction from Acquirer /Beneficiary –

Acquirer: Cash withdrawal (CWD) | BHIM Aadhaar Pay(PUR) | Cash deposit (CDT)

These values to be received / shared in “respCode” in RespChkTxn API subtype as DisputeStatusChk

Code	Description
00	Success
UR	Failure
UP	Unable to update

Beneficiary: Fund transfer FDT these values to be received / shared in RespChkTxn API, type - CREDIT and subtype - DisputeStatusChk

Code	Description
00	Success
UP	Beneficiary Unable to update

Note – For not credited scenarios, the response code (RC) will be as per current online specifications (other than “00”)

- g) The APIs can connect and facilitate online transaction/dispute status check and raise complaints up to 90 days from the date of transaction.
- h) The existing dispute management process including TAT, dispute and adjustment type, customer compensation for delayed credit for failed transactions, etc. shall remain same and will be followed for complaints (dispute) raised under UDIR.
- i) Members shall also be able to connect their reconciliation or back office system to UDIR for raising first level disputes/ adjustments viz. Chargeback, Re-presentment, Credit Adjustments, etc. directly through APIs in future.

#### 4. Raw files and Adjustment report

- a) No change in the existing raw data file.
- b) Reason Code (UR) shall be updated in ‘raw data files’ for transactions where reversal is processed before settlement cutover.
- c) New columns are introduced in existing adjustment report as below.

Column	Value	Scenario
Originating Channel	UDIR	For UDIR initiated disputes
	Web	For disputes initiated through Web
	File	For disputes initiated through file upload
Adjustment Settlement date	Settlement date of the dispute	For disputes raised between 23:00 and 00:00, this date will reflect the settlement date (which will be the next day) In all other cases, this will be the same as the dispute raise date
Reason code	Reason code used while raising the dispute	Reason code chosen by banks while raising disputes

- d) In ARCS front end, dispute / adjustments raised under UDIR can be identified basis “UDIR” in maker and checker.

- 5. Importantly, for detailed functionality, specification, validation and controls, member to refer the latest Technical Specification Document for implementation.