



भारतीय राष्ट्रीय भुगतान निगम
NATIONAL PAYMENTS CORPORATION OF INDIA

NPCI/2014-15/NACH/Circular No. 59

November 12, 2014

To
All NACH Member Banks

NACH: Dispute Management System

Dispute Management System is operationalized in NACH for the benefit of member banks, as on date 185 banks were on boarded in to the system.

The following are the benefits of the DMS system,

1. Settling the disputed transactions through the system
2. Retrieving the records of disputed transaction and the status of such transaction as when required
3. Taking the transactions for Arbitration and settlement through Panel for Resolution of Disputes (PRD)

We have provided the DMS detailed process flow in the NACH circular No: 38 dated March 15, 2014 for the benefit of the member banks.

It has been observed that some member banks are using the NACH - DMS for routing the late returns which is not appropriate as per the NACH procedural guidelines and member banks are requested strictly follow the guidelines.

With Warm Regards

(Giridhar G.M.)
VP & Head - NACH & CTS Operations