

NPCI/2015-16/NACH/Circular No. 120

August 20, 2015

To

All NACH Member Banks

NACH Dispute Management System - Dispute reject reason

It has been observed that the banks receiving the disputes are rejecting the same without providing the appropriate/meaningful reject reason, which is causing inconvenience to the sending banks.

Receiving banks hereby are advised to capture the appropriate reject reason so that this will help in closing the dispute and settle the issue once for all.

The Banks are advised to use the "**Add correspondence**" field which is a free text field in DMS to capture the reason. The reason should be a meaningful one so that the receiving bank can understand the response and act accordingly.

For National Payments Corporation of India



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