

NPCI/2016-17/NACH/Circular No. 161

June 06, 2016

To  
All NACH member Banks

**SMS alert to customers on Mandate status**

Pursuant to the 22<sup>nd</sup> steering committee meeting of NACH held on May 18 2016, it has been decided that all member Banks should send mandatory SMS to customers as per the events and standard text given below

**a. On receipt of mandates:**

Dear customer

Mandate reference No: <provide UMRN> issued to (Corporate name) with value <provide mandate amount> and frequency <provide frequency> is received today for processing. In case of any issue please get in touch with your branch.

**b. After rejecting the mandate:**

Dear customer

Mandate reference No: <provide UMRN> issued to (Corporate name) with value <provide mandate amount> and frequency <provide frequency> was rejected due to the reason "<reason description>".

Member Banks should comply with the standard text message for all mandates. The changes should be implemented with effect from June 15 2016.

Thanks and Regards



Giridhar G M

VP & Head Operations - CTS & NACH