

NPCI/2016-17/NACH/Circular No.217

March 14, 2017

To

All NACH Member Banks

**Process for seeking time extension / one day extension**

It has been decided that banks seeking time and day extension should submit the extension request form as per the format provided in Annexure I. Banks should follow the process given below :

1. Request form for time or day extension duly signed by competent authority should be submitted 1 hour before the session closure.
2. Note that submitting the form does not tantamount to extension being granted.
3. The scanned copy of the request form may be sent through mail, the subject line should read "Extension request".
4. NPCI will decide on extension and communicate back to the bank concerned within 30 minutes of submission.
5. In case response is not received within the time stipulated, bank should reach out to the session officials for confirmation. Banks may follow escalation matrix in the event of delayed response.

The new process shall be implemented w.e.f. March 20, 2017.

For any further clarifications, please write to [ach@npci.org.in](mailto:ach@npci.org.in)

Yours faithfully,



Giridhar GM

VP & Head - NACH & CTS Operations

**Application for Extension of Session in NACH system**

| Particulars                            |                      | Details |
|--|----------------------|---------|
| Member Bank name                       |                      |         |
| Name of the Session(s) to be Extended  |                      |         |
| Extension requested date               |                      |         |
| Type of extension                      | Time (mention hours) |         |
|  | One day extension    |         |
| Reason for extension                   |                      |         |
| Action taken to avoid issues in future |                      |         |
| Expected date of rectification         |                      |         |
| Any Additional Information             |                      |         |

\_\_\_\_\_  
Signature & Seal ( Maker )

Name :

Designation :

Contact Number :

\_\_\_\_\_  
Signature & Seal ( Approver )

Name :

Designation :

Contact Number :

