To,

All member banks participating in NACH

BHIM Cash back – Returns accepted for specific reason

BHIM incentive related transactions have been routed NACH system since April 19, 2018. While processing the transactions if the bank could not credit the account for specific reasons listed below then such transactions can be returned with appropriate reasons.

Return reason

Return code	Description
01	Account Closed
68	Account Blocked /Frozen

The functionality for submission of returns will be enabled from July 03, 2018. Banks may note that the returns will be accepted only for the reasons mentioned above. Banks can submit the returns pertaining to transactions received from June 21, 2018 onwards in NACH system.

As the scheme has been running for some time, a few of the member banks may be holding returned transactions. The following process is to be followed for submission of pending returns:

1. Prepare a consolidated list of all the returns till June 20, 2018.
2. Submit the details in the format appended in Annexure I.
3. After verifying the details NPCI will provide the details for remitting the funds.
4. Banks should confirm the remittance of funds to NPCI along with reference number and date.
5. NPCI will provide the list of returns to the sponsor bank.

Member banks may note that this is only one time measure, all the returns on an ongoing basis should be submitted through NACH system only.

Member banks are advised to take note of the above and make necessary changes in their CBS accordingly, if required. The above information may be disseminated to all the concerned.

For clarifications, please write to apbs@npci.org.in and ach@npci.org.in

With warm regards,

Giridhar G.M.
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(To be printed on bank letter head)

Sl. No.	Details	Particulars
1	Total No of returns (period between April 19,2018 to June 20,2018 as per current scheme)	
2	Total Amount	
3	Account closed cases	
4	Account blocked or Account Frozen cases	
5	Transaction period	
6	Type (Customer (BCD)/Merchant (BMM))	
7	Item Sequence number of each records	
8	Name of the Account holder	
9	Account Number	
10	Type of Account (savings/Current/CCOD)	
11	Date of Account closed/Account Blocked/Account Frozen	

The details provided above are true and found in order.

Date:

Signature

(Name:)

Designation:

Bank seal: