

NPCI/2024-25/NACH/008

January 03, 2025

To

All E – Mandate participating banks

Implementation of facility for cancellation of mandates to be provided to customers

Reference may be taken from Circular No. 001 (NPCI / 2024-25 / NACH / 001 dated July 01, 2024), Circular No. 04 (NPCI/2022-23/NACH/004 dated November 16, 2022) and Circular No. 28 (NPCI/2020-21/NACH/Circular no. 28 dated March 08, 2021) regarding facility for cancellation of mandates to be provided to customers. It was mandated that all the participating entities shall provide option to the customers to submit their stop/cancel request through their website / any other electronic channels.

While a few banks have been onboarded on the online Cancel / Amend / Suspend & Revoke (CASR) functionality, we have observed that many banks are not yet live on the CASR functionality.

We advise all the stakeholders to take immediate measures to comply with the circulars referred above to provide online CASR facility to customers. Please note that in the event of non-compliance before February 28, 2025 we shall be constrained to de-board such Banks from participating in the ONMAGS system.

The information herein may please be disseminated to all the concerned.

With warm regards,

SD

Giridhar G. M
Chief – Customer Success