

NPCI/NETC/OC No. 007/2018-19

20th April, 2018

To,

All Members of National Electronic Toll Collection (NETC)

Madam / Dear Sir,

Sub: NETC – Increasing the TAT of processing Debit Adjustments from 3 days to 5 days

The timeline for raising Debit adjustment for NETC transaction is 3 days from the transaction settlement date as per the procedural guidelines. In NETC Transaction life cycle, **Debit adjustment** are the transactions which are raised by acquirer bank to recover the differential toll fare whenever the concessioner raises the violation for scenarios listed in procedural guidelines under section 3.2 NETC Transaction- Payment and Settlement.

In view of increasing volumes and time taken for manual audit of images, member banks have stated that they are finding it difficult to raise & process debit adjustment within TAT of 3 days.

The matter was discussed in NETC Steering Committee meeting held on 19th March, 2018 and the Committee approved to increase TAT from 3 days to 5 calendar days.

We have made the necessary system level changes at our end to accept the debit adjustment with the revised TAT of 5 calendar days. **Since there is no change required at banks end, we shall be implementing revised TAT with effect from April 23, 2018.**

Kindly make a note of the above and disseminate the instructions contained herein to the officials concerned.

For any clarification, please contact the following officials:-

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Yours faithfully,



Ram Sundaresan
SVP & Head – Operations