

NPCI/NFS/OC No.384/2020-21

25<sup>th</sup> November, 2020

To,

**All Members participating in NFS ATM Network**

Madam / Dear Sir,

**Sub: NFS ATM Network – Changes in Bharat Clearing and Settlement System (BCS) related to Harmonisation of Turn Around Time (TAT) and Enhancements.**

We refer to RBI Circular DPSS. CO. PD. No. 1897 dated 04th Jun'20 towards Harmonisation of Turn Around Time (TAT) and customer compensation for failed transactions using authorised Payment Systems”, “calendar days” to be read as “working days”. RBI has extended the time period to consider Representment TAT as 'Working days', instead of 'Calendar days' for an additional period until 31st December, 2020. The 'Working day' shall be termed as days excluding 2nd / 4th Saturday, Sunday and other RTGS Holidays notified by RBI at the beginning of the Calendar year.

In this regard, the system changes in NFS BCS related to Harmonisation of TAT is completed and following changes would be applicable from 28<sup>th</sup> November, 2020 onwards.

1. Calculation of customer compensation if applicable, through NFS-BCS for Dispute Acceptance/Deemed from 28<sup>th</sup> November 2020 onwards.
  - If any dispute acceptance is settled prior to implementation date (28<sup>th</sup> November'2020), customer compensation if applicable, will not be levied through the settlement process, however it will be settled manually.
  - If any dispute acceptance is settled post implementation date (28<sup>th</sup> November'2020), customer compensation if applicable, will be part of daily settlement process and the amount would reflect in the NTSL report.

**Please note importantly: -**

If any chargeback acceptance is done within CB+2 days, i.e. before chargeback amount is settled, the customer compensation amount if applicable, will reflect on CB+2 day's NTSL report and Adjustment report. Bank may credit the transaction amount in customer account basis the chargeback acceptance status available in adjustment report.

Please also note that the customer compensation on delayed credit is not applicable on chargebacks raised under reason code 'Counterfeit EMV Card Fraud', Interoperable Cash Deposit (ICD) and International ATM transactions – DFS, JCB, CUP and Bhutan.

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- Revision in Representation TAT in NFS BCS from existing 5 calendar days to revised 5 working days shall be applicable on the disputes / adjustments settled from 28<sup>th</sup> November, 2020 to disputes raised till 31<sup>st</sup> December'2020. Further changes if any would be applicable basis circular/notification issued by RBI.

The chargebacks that are open till 28<sup>th</sup> November'2020 will have revised representation TAT of 5 working days. Date wise open chargeback current & revised TAT is given in table below:

Chargeback date	Existing Representation TAT (Calendar days)	Revised Representation TAT (Working days)
23 <sup>rd</sup> November 2020	28 <sup>th</sup> November 2020	30 <sup>th</sup> November 2020
24 <sup>th</sup> November 2020	29 <sup>th</sup> November 2020	1 <sup>st</sup> December 2020
25 <sup>th</sup> November 2020	30 <sup>th</sup> November 2020	2 <sup>nd</sup> December 2020
26 <sup>th</sup> November 2020	1 <sup>st</sup> December 2020	3 <sup>rd</sup> December 2020
27 <sup>th</sup> November 2020	2 <sup>nd</sup> December 2020	4 <sup>th</sup> December 2020

#### **Enhancements:**

In our constant endeavor to enable members to efficiently use NFS-BCS System for transaction life cycle management, we have made few changes in NFS-BCS as given below.

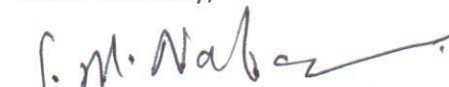
- Cycle wise adjustment report:** As part of daily settlement files, the adjustment report shall also be made available to members. There is no change in adjustment file format.
- Bulk documents Upload – Representation & Debit Adjustment:** A new sub menu option 'Dispute Search Upload' under the menu option 'Transaction' is provided to acquirers for uploading the documents raised through bulk representation.
- Bulk disputes documents Download functionality:** A new sub menu option 'Dispute Search Download' under the menu option 'Transaction' is provided to members for bulk download of disputes documents.

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

For any queries or clarification, please contact:

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Yours faithfully,



**Saiprasad Nabar**  
Chief – Online Product Operations