



NATIONAL PAYMENTS CORPORATION OF INDIA

Circular: NPCI/2018-19/BBPS/008

01st February, 2019

To,

All BBPOUs
Bharat Bill Payment System

Dear Sir/Madam,

Revised Consent Form and Biller Compliance Annexure

We wish to draw your attention to circular number Circular: **NPCI/2017-18/BBPS/003**, dated 18th April 2017, wherein the biller consent form was enclosed for eliciting necessary biller details to facilitate on boarding in the ecosystem. The circular is annexed for your ready reference.

Over a period of time our experience has evidenced that details furnished for configuring the billers does not delineate critical details like, but not limited to:

- Nature of integration with the type of biller
- Process of data exchange and posting with the biller
- Biller error codes and their mapping with the BOU
- Frequency of re-push with the biller
- Deemed acceptance etc.

Needless to say details as aforesaid will make the biller level configuration more transparent and responsive culminating to a finer customer experience. Going forward we have modified the consent form and the 'Biller Compliance Annexure' that the BOUs will have to furnish to make the biller level on boarding meaningful. This will facilitate elevated benchmarks for the ecosystem from the point of view of efficiency and customer centricity.

In addition to the consent form the biller compliance form has to be submitted by the biller on boarding BOU providing the details indicated in the line items. The BOUs may at their discretion add any other detail not listed in the 'Biller Compliance Annexure' that they determine from the point of view of biller configuration, efficiency and experience. The consent form and the annexure must be confirmed by the biller for efficacious on boarding.

We earnestly look forward to your cooperation in this regard.

Yours faithfully

Rahul Tandon
Bharat Bill Payment System

BILLER CONSENT FORM
Consent of the Biller for Authorisation of the default BBPOU

To
The Head,
Bharat Bill Payment System
National Payments Corporation of India,
Unit 302, 3rd Floor, Raheja Titanium
Off Western Express Highway
Goregaon-East, Mumbai-400 063
Dear Sir,

We _____ with Registered Office at _____ have agreed to participate in the Bharat Bill Payment System under National Payments Corporation of India (NPCI), with registered office at The Capital, 1001 A, B-Wing, 10th floor, Bandra Kurla Complex, Bandra East, Mumbai 400051,
a) We hereby authorise _____ to act as our default Bharat Bill Payment Operating Unit in compliance with BBPS Procedural Guidelines for ALL transactions across all payment modes and channels as decided by us in consultation with the BBPOU. Billers have the option of routing either ALL payment transactions or only OFF US transactions through Bharat Bill Payment Central Unit (BBPCU).
AND / OR

b) We hereby authorise _____ to act as an additional default Bharat Bill Payment Operating Unit in compliance with Bharat Bill Payment System Procedural Guidelines for ALL transactions across all payment modes and channels as decided by us in consultation with the BBPOU. Billers have the option of routing either ALL payment transactions or only OFF- US transactions through Bharat Bill Payment Central Unit (BBPCU).

We understand and agree that ALL / OFF-US transactions will be dynamically routed between the default BBPOUs by BBPCU. We also understand that "ALL" transactions mean that 100% of the ON-US and OFF-US transactions will pass through BBPCU and "OFF-US" means transactions that are not done at the default BBPOU's own touch points.

{Note:

Fill in 'a' and delete 'b' if only one default BBPOU is being authorised;

Fill in 'b' and delete 'a' if another BBPOU is being authorised as default BBPOU in addition to the

existing default BBPOU}

Fill in 'a' and 'b' if both BBPOUs are being authorised as default BBPOUs

c) All complaints relating to processed transactions received by BBPCU and/or above-said BBPOU(s) or Customer side BBPOUs would be attended to expeditiously by us and all possible help will be provided to the BBPOUs in this regard.

d) Any change in the default / additional default BBPOU would be intimated to you in writing in advance in accordance with the Bharat Bill Payment System Procedural Guidelines and the change in default/ additional default BBPOU would only be effected after all pending complaints and disputes in relation our bills that pertain to the BBPOU being replaced are resolved.

e) Various digital players (“RBI approved BBPOUs and their digital service providers; the approved players are responsible for the latter”) who are live with National Payments Corporation of India (“NPCI”) on Bharat Bill Payment System platform can use/adopt the Brand Logo/Image of our company, only for digital transactions on Bharat Bill Payment System screens for easy identification by the customer; in line with our Trademark/Brand usage guidelines and specifications. NPCI shall not in any manner whatsoever be responsible and/or be held responsible for any misuse of any of the Brand Image/Logo by any of the BBPS players.

f) Bharat BillPay brand logo would be displayed on digital and physical channels of the billers, including physical bills, to promote transactions on Bharat BillPay ecosystem

g) We also confirm that the configuration details listed out in the Biller Compliance Annexure have been examined and confirmed by us to facilitate accurate on boarding and understanding

Yours faithfully,

Authorized signatory

(Name:)

(Designation:)

(Contact no:)

(Email:)

Date:

