

Agent Institution Consent form
Consent of the Agent Institution for authorisation of the first &/or second BBPOU
(Letter head of the Agent-Institution)

To,
The Chief BBPS,
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 _____ (Name of the Agent Institution) with Registered Office at _____ have agreed to participate as Agent Institution in the Bharat Bill Payment System (BBPS) under Bharat Bill Payment Central Unit (BBPCU) 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 advise you that <name of BBPOU> will be our first Bharat Bill Payment Operating Unit (BBPOU) in compliance with Bharat Bill Payment System Procedural Guidelines and Standards for all transactions that the aforesaid BBPOU can handle through us. We undertake to comply with the Bharat Bill Payment System Procedural Guidelines, Circulars/Notifications, Standards and extant instructions applicable to Agent Institutions.

	Option 1:	We hereby consent that the first BBPOU will route all transactions through BBPCU to avail the benefit of the centralized consumer grievance redressal system
	Option 2:	We hereby consent that the first BBPOU will route the select transactions to BBPCU as per their discretion

Note: Tick the desired option and the same option will be applicable to the second BBPOU also, in case the Agent Institution desires to have two relationships in accordance with the BBPS guidelines

AND/OR

- b) We hereby advise you that <name of BBPOU> to act as second Bharat Bill Payment Operating Unit (BBPOU) in compliance with Bharat Bill Payment System Procedural Guidelines and Standards for all transactions that the aforesaid BBPOU can handle through us. We undertake to comply with the Bharat Bill Payment System Procedural Guidelines, Circulars/Notifications, Standards and extant instructions applicable to Agent Institutions.

	Option 1:	We hereby consent that the second BBPOU will route all transactions through BBPCU to avail the benefit of the centralized consumer grievance redressal system
	Option 2:	We hereby consent that the second BBPOU will route the select transactions to BBPCU as per their discretion.

Note: Tick the same option as exercised/desired for the first BBPOU

- c) All complaints relating to transactions initiated by the customers at our outlets or digital platforms under the existing as well as the proposed agency arrangements 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 first / second BBPOU would be intimated to you in writing in advance in accordance with the Bharat Bill Payment System Procedural Guidelines and the change in first/ second BBPOU would only be effected after all pending complaints and disputes in relation to the BBPOU being replaced are resolved.
- e) Bharat BillPay brand and Be-assured logo would be displayed prominently on the channels on-boarded (i.e. digital and physical channels) to promote transactions on Bharat BillPay ecosystem, as per the Brand Guidelines for all three stages.

Yours faithfully,

Authorized signatory

Name:

Designation:

Contact No:

Email:

Note: Kindly submit the hard copy of consent form on the above mentioned address and the digital copy on bbps.ai@npci.org.in