BILLER CONSENT FORM
Consent of the Biller for Authorisation of the default BBPOU
(Letter head of the Biller)

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 _____ with Registered Office at _____ have agreed to participate in the Bharat Bill Payment System (BBPS) 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. We understand that only those transactions that are passed through Bharat Bill Payment Central Unit (BBPCU) will be covered under the Settlement Guarantee Mechanism of BBPS.

	Option 1:	We hereby consent that the default BBPOU will route **all** transactions through BBPCU to avail the benefit of the Settlement Guarantee Mechanism, consolidated MIS for all bill payments and complaints and grievance redressal mechanism overseen by BBPCU for all transactions
	Option 2:	We hereby consent that the default BBPOU will route the **select** transactions to BBPCU as per their discretion and we understand that Settlement Guarantee Mechanism of BBPS and MIS from BBPCU will be limited to those transactions that pass through 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. We understand that only those transactions that are passed through the BBPCU will be covered under the Settlement Guarantee Mechanism of BBPS.

	Option 1:	We hereby consent that the additional default BBPOU will route **all** transactions through BBPCU to avail the benefit of the Settlement Guarantee Mechanism, consolidated MIS for all bill payments & complaints and grievance redressal mechanism overseen by BBPCU for all transactions
	Option 2:	We hereby consent that the additional default BBPOU will route the **select** transactions to BBPCU as per their discretion and we understand that Settlement Guarantee Mechanism of BBPS and MIS from BBPCU will be limited to those transactions that pass through BBPCU

We understand and agree that transactions will be dynamically routed between the default BBPOUs by BBPCU.

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. Illustratively the Bharat BillPay logo must appear on the website, receipt and messages/statements to convey assurance and accessibility to the customers.

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:

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

Annexure - Biller Compliance Form

Biller Name	
Biller ID	
Expected Volume/Avg. Ticket Size of the Biller (Per Day)	
Consumer Base of the biller	
Electronic Payment Coverage (%)	
BOCP (Own Collection Point) Payment Coverage (%)	
Details of Mandatory tags availability in Response	
Customer Name	Yes|No
Due Date	Yes|No
Amount	Yes|No
Bill Number	Yes|No
Bill Date	Yes|No
Bill Period	Yes|No
If No, When can we expect the mandatory tags from the Biller in future? Please mention the timeline	
Confirmation that all mandatory tags provided in BBPS are same as provided by Biller through direct communication	
Biller Integration Details	
Type of the biller	ONLINE | OFFLINE A | OFFLINE B
In case of ONLINE type of Biller, what is the average connectivity uptime with biller?	
In case of ONLINE type of Biller, Is there any mechanism to track the connectivity with Biller?	
If Yes, Please explain the process	
In case of ONLINE type of Biller, Is it real time posting into biller system (or) Is there any delay in posting?	
In case of OFFLINE A type of Biller, what is the frequency of bill data exchange between Biller to BOU?	
In case of OFFLINE A type of Biller, When will be the bill amount settled with the biller?	
In case of OFFLINE B type of Biller, When will be the amount settled with the biller?	
When can we expect the settlement entry in biller website/App or customer account?	
Biller Configuration	
Please list down the biller error codes	BBPS Compliance code
(Separate annexure may be provided by the BOU duly signed off by the Biller)	

Technical Scenarios	
In case of ONLINE Biller, Confirm the availability of re-push mechanism at your end for this biller	
What is the frequency of transactions re-push with biller?	
If its file based posting with biller, confirm the deemed accept concept implemented with biller for all the BBPS settled transactions	
Is any other, mechanism implemented at your end to avoid reversals to customer, Please explain	
Business Scenarios	
Biller accepts the payment after due date of bill	Yes|No
Does the biller allow the customer to pay the bill amount post due date expired?	Yes|No
If Yes, Is there any late payment fee levied from customer with bill payment	Yes|No
Late fee will be applied to the customer account and revised bill amount will publish it to online on immediate basis	Yes|No
Late fee will be applied to the customer account at the time of next billing cycle	Yes|No

Regex implementation
Support for pending transactions, if yes, biller timeout and scheduled interval for 402 API
Bill Cycle if consistent across customers