

NPCI/ IMPS/OC No. 127/2025 – 2026

Jul 10, 2025

To,

All Members of Immediate Payment service (IMPS)

**Subject: Auto acceptance & rejection of chargeback basis the TCC & Returns**

Chargebacks are often initiated by remitting banks before beneficiary banks can act on IMPS deemed approved transactions. The current process allows remitting banks to raise chargeback from T+0 onwards for above 25,000 Rs transaction in IMPS IRCS system, due to which beneficiary banks are not getting sufficient time to reconcile and process returns (RET/TCC) proactively before a dispute is taking shape of chargeback. Currently in such cases where charge back is already raised the TCC/RET records are rejected by the system, if the banks do not handle such rejections the chargeback will get deemed accepted along with RBI penalty.

To address these challenges and improve the efficiency of dispute resolution, we are implementing auto acceptance/rejection of chargeback basis the TCC/RET raised by the beneficiary bank in next settlement cycle after the chargeback is already raised. Note, this revised process is applicable only for bulk upload option & ODIR not in front end option.

**Key Points: -**

- Auto acceptance of the chargebacks is applicable only for deemed approved P2P chargeback not applicable for Deferred chargebacks.
- Auto acceptance/Re-presentment is applicable for bulk upload and ODIR based RET & TCC (102/103) only.
- Not Applicable for front end option, because if chargeback is already raised then IRCS will show the chargeback accept/Reject option to beneficiary bank, not the RET & TCC (102/103).
- Other than above mentioned points there are no changes in any of the dispute rules/process such as TAT, penalties, compensation, cutovers, settlement, fees, GST, reports/files etc.
- Member banks should ensure to raise correct TCC (102/103) to avoid moving the chargebacks life cycle to pre-arbitration/arbitration.
- TAT for all disputes viz. raise Chargeback, TCC, RET is 45 days, thus, auto acceptance/rejection also follows the same TAT.

**Note:** Refer Annexure-1 for rules and process set for auto acceptance/rejection of the chargeback.

The above functionality will be implemented in IRCS *with effect from Aug 27, 2025.*

Member banks are advised to take a note of the above and disseminate the information contained herein to the officials concerned.

Warm Regards,

SD/-

Giridhar GM

Chief – Customer Success

**Annexure-1**

Refer below the table for rules and process set for auto acceptance/rejection of the chargeback.

TXN TYPE	TXN RC	Remitter Raised	Same/Next Settlement Cycle	Beneficiary Raised	Same/Next Settlement Cycle	IRCS Functionality	New Dispute Flag	New Reason Code	Auto Acceptance/ Rejection Status
P2P-F3-FC	Deemed (RC-08)	Chargeback	e.g. 5C	RET	e.g. 5C (Same Settlement cycle)	IRCS will reject chargeback and process RET (Existing Functionality - No change)	NA	NA	NA
P2P-F3-FC	Deemed (RC-08)	Chargeback	e.g. 5C	RET	e.g. 6C (Next Settlement cycle)	IRCS will reject RET and do the auto acceptance of chargeback (New Functionality)	IA	9886	Auto Chargeback Acceptance will be done by IRCS
P2P-F3-FC	Deemed (RC-08)	Chargeback	e.g. 5C	TCC	e.g. 5C (Same Settlement cycle)	IRCS will reject chargeback and process TCC (Existing Functionality - No change)	NA	NA	NA
P2P-F3-FC	Deemed (RC-08)	Chargeback	e.g. 5C	TCC	e.g. 6C (Next Settlement cycle)	IRCS will do auto Representment the chargeback (New Functionality)	IR	9887	Auto Chargeback Representment will be done by IRCS