

Subject: Enhancements in NRCS report

Dear NETC members,

In efforts to streamline the dispute processing, below enhancements shall be made live in the NRCS Backoffice.

1. Verdict Remarks: To provide clarity on the rationale behind arbitration verdicts, with immediate effect all verdicts passed by NPCI will feature remarks mentioning the rationale for the verdict. The remarks would be available in the MMT section in NRCS UI and in the MMT field in all 01 incoming files and all dispute report. There is no change in the file format of the reports mentioned above.
2. New identifiers are introduced in the reports shared to banks for facilitating reconciliation of amount settled to banks in scenarios like NRP charges levied for NRP verdict. Refer to the technical specifications in Annexure -1 featuring the changes in the reports. Banks are expected to make changes to their system before **October 08, 2025**, for consuming the additional categories.

In case of any queries, banks may raise their concern by raising a CRM ticket.

With warm regards,

SD/-

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Chief – Customer Success