

NPCI/2017-18/RuPay/023

29th Sep, 2017

To,
All RuPay Member Banks

Madam / Dear Sir,

Sub: Revision of RePresentation timeline from existing 30 calendar days to 25 calendar days for domestic transactions

The timeline for RePresentation of Chargeback is 30 calendar days for RuPay domestic PoS & e-Comm transaction. There were representations from Issuing Banks to review and reduce the timeframe for RePresentation of Chargebacks from the existing timeline of 30 calendar days.

The proposal of reducing the timeline for RePresentation for domestic PoS & e-Comm transactions from existing 30 calendar days to 25 calendar days was approved in the RuPay Working Group meeting held on 26th July 2017.

Revision:

W.e.f. from 01st Oct'17, the RePresentation timeline for domestic PoS & e-Comm Chargeback transaction is **25 calendar days for the chargeback raised on or after 01st Oct'17.**

Please make a note of the above & disseminate the information contained herein to officials concerned.

For any queries or clarification, please contact rupayoperations@npci.org.in

Yours faithfully,



Ram Sundaresan
SVP & Head – Operations