

NPCI/UPI/OC No. 42 /2017 – 18

15<sup>th</sup> Dec, 2017

To,

**All Members of Unified Payments Interface (UPI)**

Dear Sir / Madam,

**Sub: UPI – Enhanced penalty for not updating TCC, RET, DRC & RRC after T+1 working day**

**Objective:** It has been observed that few banks are not updating the status in RGCS even after T+1 working day for Deemed Approved transactions, un-responded reversals, credit adjustments & returns (i.e. TCC, RET, DRC & RRC), which are resulting in customer complaints.

The above matter was discussed by member banks in a meeting held on 13<sup>th</sup> Nov 2017. It was deliberated and approved therein to levy enhanced penalty (please refer below table for details) in addition to the existing penalty i.e. Rs.25+GST so as to ensure proper handling of transactions by banks and avoid customer complaints.

**Existing & Proposed (enhanced) penalty table for not updating TCC, RET, DRC & RRC in RGCS for UPI transactions even after T+1 working day,**

Existing Penalty			Proposed Penalty		
TAT for Raising TCC, RET, DRC & RRC	Penalty Date	Penalty	TAT for raising TCC, RET, DRC & RRC	Penalty Date	Penalty
T+1	T+2	Rs.25 + GST	T+1	T+2	Rs.25 + GST
T+3	T+4	Nil	T+3	T+4	Rs.50 + GST
T+7	T+8	Nil	T+7	T+8	Rs.100 + GST

- i. **Note:** The above process will be reviewed after three months. If there is no further improvement, then we may propose Rs.25 + GST every day till the status is not updated in RGCS.
- ii. **Applicability:** The above penalty is **applicable for UPI transactions (i.e. TCC, RET, DRC & RRC)**.
- iii. **Effective Date:** The penalty, as aforesaid, will be implemented with effect from **15<sup>th</sup> Jan., 2018**.

All members are requested to take a note of the above and ensure to put in place proper process so as to ensure compliance to NPCI guidelines of handling transactions. Kindly disseminate the information contained herein to the officials concerned.

For any further clarification, please contact the following official:-

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Yours faithfully,

**Ram Sundaresan**  
SVP & Head – Operations