NPCI
भारतीय राष्ट्रीय भुगतान निगम
NATIONAL PAYMENTS CORPORATION OF INDIA

NPCI/UPI/OC No. 147/2022-23 April 13, 2022

To,

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

Madam / Dear Sir,

**Subject: Handling of Transaction declines during address resolution / authorisation leg.**

UPI is becoming most preferred payment mode. As volume is increasing, there are cases of timeout transactions, which leads to customer complaints and disputes. In order to address the same, NPCI has enabled dynamic throttling mechanism at central level, wherein NPCI decline the transactions based on the following parameters pertaining to beneficiary banks.

a. Maximum connections / requests open at beneficiary bank (U89)
b. No. of credit request open at beneficiary bank (U84)
c. High response time at beneficiary bank (U91)

Throttling implementation helps in reduction of deemed approved transaction as potential deemed approved transactions are treated as declined and not routed to beneficiary bank. Throttling mechanism is being reviewed from time to time based on analysis and feedback from the ecosystem players. Additionally, NPCI is also working closely with member banks to address the high timeout and decline transactions for achieving high success rate.

Payer PSP (in case of Collect Transactions) and Payee PSP (in case of Pay Transactions) are expected to provide underlying account information behind UPI ID during the address resolution / authorisation leg and can decline the transaction with Business Decline (BD) or Technical Decline (TD) response code for the scenarios as defined in UPI Specification from time to time.

Payer / Payee PSP or its partner Apps should not decline the transactions due to throttling at their end and map such declines with existing response codes. Any such practices at any of PSP or its partner Apps will defeat the purpose of interoperability.

Members may please make a note of the above and disseminate the information contained herein to all officials concerned.

Yours Sincerely,

S. M. Nabar

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