

NPCI/2018-19/NACH/Circular No. 034

November 22, 2018

To,
All NACH Member Banks

Embossing signatures on mandate image

It has been noticed that few presenting banks/corporates are indulging in the following practices

1. Embossing the signature of the customer (cropped from some other document) on the image of the physical mandate.
2. Getting the customer sign on the electronic gadget (on the surface of the tablet, IPAD) that is used for inputting the mandate details.

Such practices are not in compliance with the procedural guidelines. The banks and corporates are advised to desist from such practices immediately.

NPCI will analyse the mandates submitted by various corporates and banks on an ongoing basis, if any bank/corporate is found to be indulging in such practices, we may take punitive action that may include imposition of penalty and/or suspending the corporate from participating in Mandate Management System.

Sponsor banks are advised to communicate to the corporates participating through them accordingly.

With Warm Regards,


Giridhar. G. M

(SVP – NACH & CTS Operations)