

NPCI/2017-18/NACH/Circular No. 274

March 08, 2018

To

All NACH member banks

Change in Return codes and descriptions in NACH

In view of feedback from different sources it has been decided to modify the descriptions of few Return reason codes, further a few returns codes are blocked in the system as the same convey the same meaning and hence appears to be duplication.

Change in Return codes descriptions

The descriptions have been modified for the following return codes:

Sl. No.	Code	Existing descriptions	Applicability		Revised descriptions
			APB	ACH	
1	1	Account Closed or Transferred	Yes	Yes	Account closed
2	53	A/c Inactive (No Transactions for last 3 Months)	Yes	Yes	Account inoperative
3	54	Dormant A/c (No Transactions for last 6 Months)	Yes	Yes	Dormant account
4	56	Simple Account, First Transaction to be from Base Branch	Yes	Yes	Small account, First Transaction to be from Base Branch
5	71	Invalid Account (NRE/PPF/CC/Loan/FD)	Yes	Yes	Invalid account Type (NRE/PPF/CC/Loan/FD)

Comprehensive list of return and reject codes are provided in **Annexure I & II** respectively.

Banks are advised to take extra care while returning the transactions with the reasons mentioned in **Annexure III** which are avoidable.

Central and State Governments have expressed difficulties in remittance of social security benefits to the beneficiaries due to some returns which should not occur. Hence banks are advised to review their internal guidelines in view of RBI notifications and eliminate returns with the reasons mentioned in **Annexure IV**.


All the member banks are advised to take note of the amendments and make necessary changes in their system.



The changes will be made effective from April 1, 2018.

This circular is issued in supersession of circular number 164A dated June 17, 2016.

Thanks and Regards



Girdhar GM
(SVP - CTS & NACH Operations)

Annexure I

Return code	Return description	ACH Credit	ACH Debit	APBS Credit	ECS Debit
1	Account closed	Yes	Yes	Yes	Yes
2	No Such Account	Yes	Yes	NA	Yes
3	Account Description Does not Tally	Yes	NA	NA	Yes
4	Balance Insufficient	NA	Yes	NA	Yes
	Miscellaneous - Others	Yes	NA	NA	NA
5	Not Arranged For	NA	Yes	NA	NA
	Not Arranged For/Exceeds Arrangement	NA	NA	NA	Yes
6	Payment Stopped by Drawer	NA	Yes	NA	Yes
7	Payment Stopped under Court Order/Account Under Litigation	NA	Yes	NA	Yes
	Mandate Not Received	NA	Yes	NA	Yes
9	Miscellaneous - Others	NA	NA	NA	Yes
11	Invalid IFSC/MICR Code	Yes	Yes	NA	NA
12	Mismatch in mandate frequency	NA	Yes	NA	NA
13	Duplicate transaction - transaction already debited either under ACH or NACH debit (ECS)	NA	Yes	NA	NA
	Mandate expired	NA	Yes	NA	NA
15	Incorrect amount-Mismatch between mandate & transaction	NA	Yes	NA	NA
16	Customer name mismatch	NA	Yes	NA	NA
17	Returned as per customer request	NA	Yes	NA	NA
51	KYC Documents Pending	Yes	Yes	Yes	NA
52	Documents Pending for Account Holder turning Major	Yes	Yes	Yes	NA
53	Account inoperative	Yes	Yes	Yes	NA
54	Account dormant	Yes	Yes	Yes	NA
55	A/c in Zero Balance/No Transactions have Happened, First Transaction in Cash or Self Cheque	Yes	Yes	Yes	NA



56	Small account, First Transaction to be from Base Branch	Yes	Yes	Yes	NA
57	Amount Exceeds limit set on Account by Bank for Credit per Transaction	Yes	NA	Yes	NA
	Amount Exceeds limit set on Account by Bank for Debit per Transaction	NA	Yes	NA	NA
58	Account reached maximum Credit limit set on account by Bank	Yes	NA	Yes	NA
	Account reached maximum Debit limit set on account by Bank	NA	Yes	NA	NA
59	Network Failure (CBS)	Yes	Yes	Yes	NA
60	Account Holder Expired	Yes	Yes	Yes	NA
61	Mandate Cancelled	NA	Yes	NA	NA
62	Account Under Litigation	Yes	NA	Yes	NA
64	Aadhaar Number not Mapped to Account Number	NA	NA	Yes	NA
65	Account Holder Name Invalid	Yes	NA	NA	NA
68	A/c Blocked or Frozen	Yes	Yes	Yes	NA
69	Customer Insolvent / Insane	Yes	Yes	Yes	NA
70	Customer to refer to the branch	Yes	Yes	Yes	NA
71	Invalid account type (NRE/PPF/CC/Loan/FD)	Yes	NA	Yes	NA



Annexure II

Reason code	Reason description
21	Invalid UMRN or inactive mandate
22	Mandate not valid for Debit transaction
23	Mismatch in mandate debtor account number
24	Mismatch in mandate debtor bank
25	Mismatch in mandate currency
26	Amount exceeds mandate max amount
27	Mandate amount mismatch
28	Date is before mandate start date
29	Date is after mandate end date
33	Item unwound
76	Invalid Aadhaar format
82	Item marked pending
75	Transaction has been cancelled by user
77	Invalid currency
85	Participant not mapped to the product
86	Invalid transaction code
94	Amount is Zero
34	Invalid amount
31	Duplicate reference number
32	Invalid date
73	Settlement failed
74	Invalid file format
78	Invalid Bank Identifier
79	File sent after EOD and before SOD
96	Aadhaar mapping does not exist/Aadhaar number not mapped to IIN
81	Product is missing
83	Unsupported field
84	Invalid data format
87	Missing original transaction
88	Invalid original transaction
89	Original date mismatch
90	Amount does not match with original
91	Information does not match with original
92	Core error
93	Wrong clearing house name in SFG
95	Inactive Aadhaar



80	Wrong IIN
97	Bad batch corporate user number/name
98	Bad item corporate user number/name
99	Too many mark pending returns
72	Item cancelled

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Annexure III

Sl. No.	Return Reason	Actionable
1	Account Closed or Transferred	Bank should have an automated process to deseed such Aadhaar number from NPCI Mapper after account is closed
2	Aadhaar Number not Mapped to Account Number	Banks are seeding NPCI mapper without linking the Aadhaar in CBS or have wrong return reason mapping in CBS. Banks should reconcile the Aadhaar dump as per CBS and Aadhaar mapper dump and seed/deseed the Aadhaar number
3	Invalid Account (NRI/NRE/PPF/CC/Loan/FD)	Aadhaar numbers should not be seeded with this type of account
4	Account Holder Expired	Bank should have an automated process to deseed such Aadhaar numbers from Mapper
5	Network Failure (CBS)	Bank should not return transactions with this reason as NPCI have provided a facility of extension



Annexure IV

Code	Descriptions	RBI Circular	Guidelines
52	Documents Pending for Account Holder turning Major	RBI/2014-15/226.RPCD.RRB.RCB.BC.No.32/03.05.33/2014-15 dated September 10, 2014	Banks are advised to ensure that accounts of all student beneficiaries under the various Central/State Government Scholarship Schemes are free from restrictions of 'minimum balance and 'total credit limit'. Have separate product code in CBS to accounts opened by the beneficiaries under the various Central/State Government Schemes including Scholarship schemes for students so that the stipulation of inoperative/dormant account due to non-operation does not apply.
53	Account Inoperative	RBI/2013-14/262.DBOD.No. Leg. BC.53/09.07.005/2013 -14 dated Sept 17, 2013 RBI/2013-14/313.RPCD.RCB.BC.No.4 2/07.51.014/2013-14 dated Oct 7, 2013	Appropriate steps to be taken including allotment of a different 'product code' in their CBS to all such account so that stipulation of inoperative accounts/dormant account due to non-operation for over a period of 2 years does not apply while crediting the proceeds to such accounts for cheques, DBT, EBT, Scholarships, Zero balance account etc. under Central and State Government benefit schemes. In order to reduce risk of fraud etc., in such accounts, while allowing operations in these accounts, due diligence should be exercised by ensuring the genuineness of transactions, verification of signatures, identity etc.
54	Dormant account		
3	Account holder name Invalid	RBI/2010-11/235/DPSS(CO)EPPD No./863/04.03.01/2010-11 dated Oct 14, 2010	Role of destination banks is limited affording credit to beneficiary's account based on details furnished by the remitter/originating bank. Reliance will be only on account number for affording credit. The beneficiary name details may be used for verification based on risk perception, value of transfer, nature of transfer, post-credit checking.
65	Account description does not tally		

