To

All NACH member banks

Re-presentation of returned transactions

It has been observed that the member banks are representing the transactions in spite of the original transactions being returned with the reasons like ‘Account closed’, ‘Mandate not received’, etc.

All the sponsor banks and corporates should ensure that enough care is taken to remove the transactions pertaining to returns with the reason ‘Account closed’, no transactions should be represented in this case. In case of ‘Mandate not received’ cases the reprocessing should happen only after getting the mandates registered.

The Instructions contained herein may be disseminated to all the concerned. For any clarifications please write back to ach@npci.org.in

With warm regards,

Giridhar GM
VP & Head - NACH & CTS Operations