

NPCI/2014-15/NACH/Circular No. 70

December 18, 2014

To
All NACH Credit Banks

Changes in Dispute Management System for NACH

We refer to our circular numbers 26 dated December 27, 2013 and circular number 38 dated March 15, 2014 intimating on the launch of the Dispute Management System (DMS) for transactions processed through NACH.

2. Based on the feedbacks from various member banks and to improvise the performance of the Dispute Management System, we have modified the system to help banks to initiate or work on the disputes received by the bank.

3. Banks escalation matrix will not have the provision to give any specific user ID. The escalation matrix will work based on user profiles that have been allocated to the users of the banks in DMS. The existing escalation matrix will get modified to pick the profiles based on the user that was mapped in each level/priority.

4. Whenever a dispute is received by a bank, earlier the dispute needs to be chosen and then actioned upon by the bank. Now, the choose option has been disabled and the receiving bank can start working on the disputes received

5. Whenever a dispute is accepted / rejected by the receiving bank, the dispute would need to be closed by the initiating bank. Now, this is not required and a dispute will get auto closed as soon as the dispute is accepted / rejected and approved by the dispute receiving bank. Settlement would get generated for those transactions that have been accepted by the receiving bank.

6. Disputes will be settled on the same day for those disputes, which have been accepted and approved by the receiving bank before 2:00 p.m. For the disputes accepted and approved after 2:00 p.m. will be settled on the next working day.

7. For any clarifications you can write to us nachsupport@npci.org.in / ach@npci.org.in

With Warm Regards


(GIRIDHAR G.M.)

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