

NPCI/2015-16/NACH/Circular No.98

April 02, 2015

To

All NACH Member Banks

Help Desk and Escalation Matrix for NACH

Further to our circulars - No. 29 dated January 20, 2014 and No. 55 dated September 12, 2014 to further help the member banks to get to the right team for various requirements/issues we have provided the details of different categories of activities and the contact details with escalation matrix of the respective teams.

Annexure I - Help desk - Production (technical) issues

Annexure II - Operational related

Annexure III - On boarding of new banks related

Member banks are advised to take note and reach out to the relevant team for necessary resolution.

With warm regards



(Giridhar G.M.)
VP & Head CTS and NACH Operations

Annexure I

Help desk - Production (technical) issues related

List of issues

- 1) SFG Password Reset
- 2) Technical queries on NACH
- 3) Old Files to be retried from Archival
- 4) Aadhaar data dump
- 5) Non-availability of ACH application
- 6) Clarification related to File formats
- 7) Account validation (AV) file related queries

Escalation Matrix

Department : Support	Designation	Phone No	Email ids
Level 1			
Karthik Palavakam	Officer	044 28160741 044 28160742	nachsupport@npci.org.in
Arun Shankar	Officer		nachsupport@npci.org.in
Prasanth Elli	Officer		nachsupport@npci.org.in
Pveerasiva Subramanian	Asst Manager		pveerasiva.subramanian@npci.org.in
Level 2			
Amarendra Pattnaik	Senior Manager	09840851761	amarendra.pattnaik@npci.org.in
Level 3			
Neeraj Choudhary	AVP	09819877981	neeraj.choudhary@npci.org.in

Note: The help desk would be available from 8 a.m. to 8 p.m. on all week days and from 8 a.m. to 6 p.m. on Saturdays.



Annexure II

Operations related

List of issues

- 1) Session Extension
- 2) NACH User Creation/Modification/Activation/Password Reset
- 3) Corporate User Creation/Modification
- 4) Operational Queries on NACH
- 5) New Bank creation in NACH
- 6) Settlement related issues
- 7) Dispute Management System (DMS)
- 8) Updation of MICR/IFSC codes for banks

Escalation Matrix

Department : Support	Designation	Phone No	Email ids
Level 1			
Suryanarayana Reddy	Asst Manager	044 28160738	suryanarayana.reddy@npci.org.in
Sundar Ganesh MG	Asst Manager	044 28160723	Sundar.Ganesh@npci.org.in
Satheesh Kumar	Manager	044 28160735	satheesh.kumar@npci.org.in
Ganesh A	Manager	044 28160728	ganesh.a@npci.org.in
Level 2			
R Vijayakumar	Senior Manager	9176679847	vijayakumar.r@npci.org.in
P Ramasubramani	AVP	7667018181	p.ramasubramani@npci.org.in
Level 3			
Giridhar G M	VP & Head NACH Operations	9884437373	giridhar.gm@npci.org.in



Annexure III

On boarding of new banks

List of activities

- 1) Documentation
- 2) File format certification
- 3) On us transaction testing
- 4) Updation of live banks list

Department : Support	Designation	Phone No	Email ids
Level 1			
Arun Chopra	Manager	8879772779	Arun.chopra@npci.org.in
Level 2			
Rakesh Verma	Senior Manager	8108108610	Rakesh.verma@npci.org.in
Level 3			
Vipin Surelia	SVP & Head Products	8108108604	Vipin.surelia@npci.org.in