

NPCI/NFS/OC No. 164/2014 -15

7th May, 2015

To,

All Members of National Financial Switch (NFS)

Dear Sir/Madam,

Sub: NFS ATM Network – Submission of documents by Acquirer for cases referred to Arbitration.

We refer to Operating Circular (OC) No. 151 dated 22nd January, 2015 detailing the list of documents to be submitted by NFS members at various stages of dispute cycle.

As per OC 151, Acquirers need to upload the documents in DMS **within 10 days** from the next day of arbitration raised by the Issuer. If documents are not uploaded in DMS within 10 days, the documents already uploaded in DMS by Acquirer while rejecting pre-arbitration, will be retrieved by NPCI and placed in PRD for decision. (If the CCTV Footage/image file is of large size, it can be copied in a CD and sent to Issuer and to NPCI).

We observe that some members are not uploading the documents in DMS within the stipulated time frame of 10 days from the next day of arbitration raised by the Issuer. Non submission of complete documents may result in delay in resolution of customer dispute.

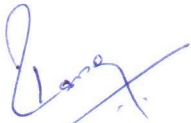
We once again request that Acquirers should check cases referred to Arbitration in DMS on a daily basis and must upload the documents within the timelines stipulated in OC 151. There will be no separate intimation by NPCI to Acquirers for submission of documents. Non-submission of complete set of documents may result in PRD decision going against the Acquirer on technical grounds.

Members are therefore requested to take a note of the above and ensure compliance.

For any queries or clarification, please contact:

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Yours faithfully,



Ram Sundaresan
Head – Operations