

Annexure A

Details of Dispute cycle in ICD

A. Issuer - Beneficiary dispute cycle

Types of disputes pertaining to chargeback

Sr.No	Dispute Type	TAT	Initiated by	Condition / Remark	Dispute Flag	Fund Transfer	
						From (Dr)	To (Cr)
1	Inquiry Request (IR)	Within 60 days from the next day of the Transaction	Issuer	Validation Leg (RC-00) and deposit leg (RC-00 & 71) should be successful.	IRB	No fund movement	
2	Inquiry Request Fulfilment (IRF)	Within 5 days from the next day of the IR date	Beneficiary	IR which is pending for responding shall lapse after completion of TAT.	IRFB	No fund movement	
3	Chargeback on Beneficiary	Within 60 days from the next day of the Transaction	Issuer	<p>1. Chargeback can be raised only on successful cash deposit leg (RC-00 & 71).</p> <p>2. IR is mandatory.</p> <p>3. IR raised is not fulfilled by Beneficiary within TAT <u>OR</u> IR raised is fulfilled with improper document by the Beneficiary.</p> <p>4. Chargeback cannot be raised, if Credit adjustment is already raised by the Beneficiary.</p>	BB	Beneficiary	Issuer

4	Chargeback acceptance	Within 6 days from the next day of the Chargeback date	Beneficiary	NA	AB	No fund Transfer as Disputed amount is already with Issuer on raising chargeback.	
5	Representment	Within 6 days from the next day of the Chargeback date	Beneficiary	NA	RB	Issuer	Beneficiary
6	Pre-arbitration	Within 30 days from the next day of the representment date	Issuer	NA	PB	Beneficiary	Issuer
7	Pre-arbitration Acceptance	Within 17 days from the next day of the pre-arbitration date	Beneficiary	NA	APB	No fund Transfer as Disputed amount is already with Issuer on raising pre-arbitration.	
8	Pre-arbitration Rejection	Within 17 days from the next day of the pre-arbitration date	Beneficiary	NA	PRB	Issuer	Beneficiary
9	Arbitration	Within 30 days from the next day of the Pre-arbitration Rejection date	Issuer	Arbitration case raised	ARB	No fund movement	
				PRD decision given in favour of Issuer Or acceptance by Beneficiary	AAB (Arbitration acceptance)	Beneficiary	Issuer
				PRD decision given in favour of Beneficiary Or Withdrawn by Issuer	AWB (Arbitration withdrawal)	No fund movement	

Types of disputes pertaining to credit adjustments:

Sr.No	Dispute Type	TAT	Initiated by	Condition / Remark	Dispute Flag	Fund Transfer	
						From (Dr)	To (Cr)
1	Credit Adjustment	Within 60 days from the next day of the transaction	Beneficiary	<p>1. Credit adjustment can be raised only on successful cash deposit leg (RC-00 & 71).</p> <p>2. Credit adjustment cannot be raised, if Chargeback is already raised by the Beneficiary.</p> <p>Note: Beneficiary can raise Credit adjustment, if the deposit amount is not credited to the beneficiary customer account OR beneficiary bank is not able to credit the amount manually due to any reason.</p>	CC	Beneficiary	Issuer

Types of disputes pertaining to good faith cases adjustments:

Sr.No	Dispute Type	TAT	Initiated by	Condition / Remark	Dispute Flag	Fund Transfer	
						From (Dr)	To (Cr)

Good faith Chargeback

1	Good faith Chargeback	Within 60 days after expiry of chargeback period of 60 days	Issuer	<p>1. Good faith Chargeback can be raised only on successful cash deposit leg (RC-00 & 71).</p> <p>2. IR is mandatory.</p> <p>3. IR raised is not fulfilled by Beneficiary within TAT OR IR raised is fulfilled with improper document by the Beneficiary.</p> <p>4. Good faith Chargeback cannot be raised, if Credit adjustment is already raised by the Beneficiary.</p>	GTB	No fund transfer as the good faith has to be responded by Beneficiary within 15 days	
	Good faith Chargeback Accept	Within 15 days after raising good faith chargeback	Beneficiary	NA	ATB	Beneficiary	Issuer
	Good faith Chargeback Reject	Within 15 days after raising good faith chargeback	Beneficiary	NA	RTB	No fund transfer as Beneficiary has rejected the case	

Good faith Representation

2	Good faith Representation	Within 60 days after expiry of Representation period of 6 days	Beneficiary	NA	GBB	No fund transfer as the good faith has to be responded by Issuer within 15 days	
	Good faith Representation Accept	Within 15 days after raising good faith Representation	Issuer	NA	GAB	Issuer	Beneficiary
	Good faith Representation Reject	Within 15 days after raising good faith Representation	Issuer	NA	GRB	No fund transfer as Issuer has rejected the case	

Note:

1. For dispute / adjustments in Issuer – Beneficiary dispute cycle, the amount field is not editable.
2. If Chargeback, Pre-arbitration and Good faith cases are not responded within TAT, it shall be considered as Deemed Accepted in DMS.
3. Fee of ₹ 100 plus applicable taxes including service tax will be debited to Beneficiary and credited to Issuing bank at the time of Pre-arbitration. It shall be reversed, in case if the pre-arbitration is rejected by the Beneficiary. This will be applicable at the stage of arbitration also, if case is referred to arbitration (i.e. Arbitration acceptance / PRD decision given against Beneficiary).
4. Issuing bank will be debited with the Arbitration processing fee of ₹ 500/- per dispute along with applicable taxes including service tax during settlement for all presentment cases. For decision in favour of Issuing bank, the processing fees of ₹ 500/- plus applicable taxes including service tax will be reimbursed to Issuing bank by debiting Beneficiary bank.

B. Issuer - Acquirer dispute cycle

Types of disputes pertaining to chargeback

Sr.No	Dispute Type	TAT	Initiated by	Condition / Remark	Dispute Flag	Fund Transfer	
						From (Dr)	To (Cr)
1	Inquiry Request (IR)	Within 60 days from the next day of the Transaction	Issuer	Validation Leg is successful (including where Deposit leg is successful or declined OR not present in DMS). Note: IR shall be raised for the amount of notes retained by the ATM/CDM and not settled in deposit leg.	IRA	No fund movement	
2	Inquiry Request Fulfilment (IRF)	Within 5 days from the next day of the IR date	Acquirer	IR which is pending for responding shall lapse after completion of TAT.	IRFA	No fund movement	
3	Chargeback on Acquirer	Within 60 days from the next day of the Transaction	Issuer	1. Chargeback can be raised only on declined cash deposit leg (RC other 00 & 71) or where the deposit leg is not present. 2. IR is mandatory. 3. IR raised is not fulfilled by Acquirer within TAT <u>OR</u> though IR is fulfilled, but the dispute is not resolved. 4. Chargeback cannot be raised, if Credit adjustment is already raised by the Acquirer. Note: It can be raised for addressing customer complaints where cash has been deposited by customer in ATM/CDM and the deposit leg is not settled.	BA	Acquirer	Issuer

4	Chargeback acceptance	Within 6 days from the next day of the Chargeback date	Acquirer	NA	CBA	No fund Transfer as Disputed amount is already with Issuer on raising chargeback.	
5	Representment	Within 6 days from the next day of the Chargeback date	Acquirer	Acquirer can raise representment for full amount OR for partial amount.	RA	Issuer	Acquirer
6	Pre-arbitration	Within 30 days from the next day of the representment date	Issuer	NA	PA	Acquirer	Issuer
7	Pre-arbitration Acceptance	Within 17 days from the next day of the pre-arbitration date	Acquirer	NA	APA	No fund Transfer as Disputed amount is already with Issuer on raising pre-arbitration.	
8	Pre-arbitration Rejection	Within 17 days from the next day of the pre-arbitration date	Acquirer	NA	PRA	Issuer	Acquirer
9	Arbitration	Within 30 days from the next day of the Pre-arbitration Rejection date	Issuer	Arbitration case raised	ARA	No fund movement	
				PRD decision given in favour of Issuer Or acceptance by Acquirer	AAA (Arbitration acceptance)	Acquirer	Issuer
				PRD decision given in favour of Acquirer Or Withdrawn by Issuer	AWA (Arbitration withdrawal)	No fund movement	

Types of disputes pertaining to debit adjustments:

Sr.No	Dispute Type	TAT	Initiated by	Condition / Remark	Dispute Flag	Fund Transfer	
						From (Dr)	To (Cr)
1	Debit Adjustments	Within 10 days from the next day of the transaction	Acquirer	Acquirer shall raise debit adjustment on Issuer only in such case where the deposit leg is successful and ATM/CDM has released the cash back to the depositor which is clearly captured in the EJ.	DA	Issuer	Acquirer
2	Debit Chargeback	Within 17 days after the Debit Adjustment is raised	Issuer	Note: 1. Issuer can raise debit chargeback under following reasons – a) Dr.Adj. - Insufficient funds, OR b) Incorrect Debit adjustment. 2. Acquirer cannot raise representment for chargeback raised on debit adjustment for all reasons.	DBA	Acquirer	Issuer

Types of disputes pertaining to credit adjustments:

Sr.No	Dispute Type	TAT	Initiated by	Condition / Remark	Dispute Flag	Fund Transfer	
						From (Dr)	To (Cr)
1	Credit Adjustment	Within 60 days from the next day of the transaction	Acquirer	1. Credit adjustment shall be raised for the transaction where Deposit leg is successful or declined OR not present in DMS. 2. Credit Adjustment cannot be raised, if chargeback is already raised by Issuer. Note: 1. It can be raised for addressing customer complaints where : - cash has been deposited by customer in ATM/CDM and the deposit leg is not settled OR - it can also be raised to address complaints with regard to reject and suspect notes retained by the ATM/CDM in case of successful deposit transaction.	CA	Acquirer	Issuer

				2. Document (EJ/Declaration) should be uploaded in DMS while raising credit adjustment.			
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Types of disputes pertaining to good faith cases adjustments:

Sr.No	Dispute Type	TAT	Initiated by	Condition / Remark	Dispute Flag	Fund Transfer	
						From (Dr)	To (Cr)

Good faith Chargeback

1	Good faith Chargeback	Within 60 days after expiry of chargeback period of 60 days	Issuer	<p>1. Chargeback can be raised only on declined cash deposit leg (RC other 00 & 71) or where the deposit leg is not present.</p> <p>2. IR is mandatory.</p> <p>3. IR raised is not fulfilled by Acquirer within TAT <u>OR</u> though IR is fulfilled, but the dispute is not resolved.</p> <p>4. Chargeback cannot be raised, if Credit adjustment is already raised by the Acquirer.</p> <p>Note: It can be raised for addressing customer complaints where cash has been deposited by customer in ATM/CDM and the deposit leg is not settled.</p> <p>1. Good faith Chargeback can be raised only on declined cash deposit leg (RC other 00 & 71) or where the deposit leg is not present.</p> <p>2. IR is mandatory.</p> <p>3. IR raised is not fulfilled by Acquirer within TAT <u>OR</u> though IR is fulfilled, but the dispute is not resolved.</p> <p>4. Good faith Chargeback cannot be raised, if Credit adjustment is already raised by the Acquirer.</p> <p>Note:</p>	GTA	No fund Transfer as the good faith has to be responded by Acquirer within 15 days
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				It can be raised for addressing customer complaints where cash has been deposited by customer in ATM/CDM and the deposit leg is not settled.			
	Good faith Chargeback Accept	Within 15 days after raising good faith chargeback	Acquirer	NA	ATA	Acquirer	Issuer
	Good faith Chargeback Reject	Within 15 days after raising good faith chargeback	Acquirer	NA	RTA	No fund Transfer as Acquirer has rejected the Good faith chargeback	

Good faith Representation

2	Good faith Representation	Within 60 days after expiry of Representation period of 6 days	Acquirer	NA	GBA	No fund Transfer as the good faith has to be responded by Issuer within 15 days	
	Good faith Representation Accept	Within 15 days after raising good faith Representation	Issuer	NA	GAA	Issuer	Acquirer
	Good faith Representation Reject	Within 15 days after raising good faith Representation	Issuer	NA	GRA	No fund Transfer as Issuer has rejected the case	

Good faith Debit Adjustment

3	Good faith Debit Adjustment	Within 60 days after expiry of Debit adjustment period of 10 days	Acquirer	Acquirer shall raise debit adjustment on Issuer only in such cases where the deposit leg is successful and ATM/CDM has released the cash back to the depositor which is clearly captured in the EJ.	GDA	No fund Transfer as the good faith has to be responded by Issuer within 15 days	
	Good faith Debit Adjustment Accept	Within 15 days after raising good faith Debit adjustment	Issuer	NA	ADA	Issuer	Acquirer
	Good faith Debit Adjustment Reject	Within 15 days after raising good faith Debit adjustment	Issuer	NA	RDA	No fund Transfer as Issuer has rejected the case	

Good faith Debit Chargeback

4	Good faith Debit Chargeback	Within 60 days after expiry of debit chargeback period of 17 days	Issuer	Note: Issuer can raise good faith debit chargeback under following reason –	GKA	No fund Transfer as the good faith has to be responded by Acquirer within 15	
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				a) Dr.Adj. - Insufficient funds, OR b) Incorrect Debit adjustment.		days	
	Good faith Debit Chargeback Accept	Within 15 days after raising good faith Debit Chargeback	Acquirer	NA	AKA	Acquirer	Issuer
	Good faith Debit Chargeback Reject	Within 15 days after raising good faith Debit Chargeback	Acquirer	NA	RKA	No fund Transfer as Acquirer has rejected the case	

Types of disputes pertaining to Compliance by Issuer:

Sr.No	Dispute Type	TAT	Initiated by	Condition / Remark	Dispute Flag	Fund Transfer	
						From (Dr)	To (Cr)
1	Compliance - Issuer	Within 90 days from the next day of the transaction	Issuer	Compliance can be raised only on successful cash deposit leg (RC-00 & 71). Note: Issuer shall raise compliance where Acquirer has not processed credit adjustment or processed partial credit adjustment for the notes retained by the ATM/CDM, even after raising IR.	RCI	No	Fund movement
2	Response on Compliance - Issuer	Within 7 days from the next day of the compliance date	Acquirer	1. Acquirer shall have an option to respond to the compliance raised (including uploading of documents). 2. Submission of documents by Acquirer shall be checked by NPCI and update the decision in DMS. 3. Decision updated by NPCI shall be visible to Issuer and Acquirer both.	RESI	Fund movement shall be settled on the basis of the decision taken by NPCI	

Types of disputes pertaining to Declaration by Acquirer:

Sr.No	Dispute Type	TAT	Initiated by	Condition / Remark	Dispute Flag	Fund Transfer	
						From (Dr)	To (Cr)
1	Declaration	Within 21 days from the next day of the transaction	Acquirer	1. Declaration shall be raised for the transaction where Validation Leg and deposit leg is either successful or decline OR it is not present. 2. EJ copy should be mandatorily provided along with the declaration. Note: Issuer shall be able to view /download the declaration uploaded by Acquirer in DMS. The documents can be provided to Customer for dispute resolution.	DCN	No	Fund movement

Note:

1. For Inquiry Request (IR) in Issuer - Acquirer dispute cycle, the amount can be more than zero and less than Rs.50,000/-.
2. For Chargeback in Issuer - Acquirer dispute cycle, the amount can be less than or equal to IR amount.
3. If Chargeback, Pre-arbitration and Good faith cases are not responded within TAT, it shall be considered as Deemed Accepted in DMS.
4. Fee of ₹ 100 plus applicable taxes including service tax will be debited to Acquiring bank and credited to Issuing bank at the time of Pre-arbitration. It shall be reversed, in case if the pre-arbitration is rejected by the Acquiring bank. This will be applicable at the stage of arbitration also, if case is referred to arbitration (i.e. Arbitration acceptance / PRD decision given against Acquiring bank).
5. Issuing bank will be debited with the Arbitration processing fee of ₹ 500/- per dispute along with applicable taxes including service tax during settlement for all presentment cases. For decision in favour of Issuing bank, the processing fees of ₹ 500/- plus applicable taxes including service tax will be reimbursed to Issuing bank by debiting Acquiring bank.

Bulk menu option for disputes / adjustments

Sr. No.	Sub-menu option	Purpose	Initiated by	Dispute Flag
1	BulkUpload_CD	To raise Inquiry request, Chargeback, Representment, Chargeback acceptance, Credit adjustment and Debit adjustment for ICD transactions through bulk upload.	1. IR - Issuer on Acquirer or Beneficiary	1. IRA/IRB
			2. Chargeback – Issuer	2. BA/BB
			3. Representment - Acquirer / Beneficiary	3. RA/RB
			4. Chargeback acceptance - Acquirer / Beneficiary	4. CBA/AB
			5. Credit adjustment - Acquirer / Beneficiary	5. CA/CC
			6. Debit adjustment – Acquirer	6. DA
2	Check Bulkupload Multiple file status	To check status of the bulk file uploaded for ICD disputes / adjustments.	Issuer / Acquirer / Beneficiary	Not applicable

Adjustment Report for ICD disputes / adjustments

Sr. No.	Sub-menu option	Purpose	Initiated by
1	Adjustment Report_CD	To generate report containing the details of disputes / adjustments raised.	Issuer / Acquirer / Beneficiary