NPCI भारतीय राष्ट्रीय भुगतान निगम NATIONAL PAYMENTS CORPORATION OF INDIA | ALWAYS FORWARD

NPCI/UPI/OC-225/2025-26

7th October 2025

To All Banks, PSPs and Third-Party Apps in UPI,

Dear Madam/Sir,

Subject: Enabling Cash Withdrawal through MicroATM using UPI at Business Correspondent (BC) touch points

At present cash withdrawal transaction at the interoperable level are available at ATMs and Business correspondent (BC) touchpoints. At BC touch points, it is allowed using Card + PIN on Micro ATMs and similarly using Aadhaar based authentication at AePS touchpoint operators (ATOs). Further, it is hereby extended for allowing Cash **withdrawal through MicroATM using UPI at BC touch points** wherein the customer shall be able to withdraw cash from the BC touchpoints by scanning a dynamic UPI QR displayed by the BC on the device using any UPI App.

The guidelines applicable for such type of transactions are:

1. Acquiring Bank shall be responsible for onboarding of BCs as per the existing regulatory and legal framework *(Refer RBI/2005-06/288 DBOD.No.BL.BC. 58/22.01.001/2005-2006 January 25, 2006 on Financial Inclusion by Extension of Banking Services - Use of Business Facilitators, Correspondents, RBI/2010-11/217 DBOD.No.BL.BC.43 /22.01.009/2010-11 September 28, 2010 on Financial Inclusion by Extension of Banking Services –Use of Business Correspondents (BCs) and RBI/2021-22/187 CO.DPSS.OVRST.No.S1738/06-08-018/2021-2022 – Framework for Geo-tagging of Payment system Touch Points and relevant regulatory guidelines issued time to time.*
2. Acquiring bank and BC to ensure that such transaction shall have MCC 6013, Purpose code '00' and initiation mode '15's only through dynamic UPI QR.
3. Per transaction, per day limit and monthly limit for such transaction shall be ₹5,000, ₹10,000 and ₹50,000 respectively. Each transaction shall have mandatory Two Factor Authentication (2FA) allowed in UPI. (UPI LITE accounts shall not be permitted). Account which in nature of credit shall not be allowed to for such transactions.
4. The existing pricing of Cash withdrawal at MicroATM using Card + PIN shall be applicable to these transactions except for the PSP fee and UPI Apps fee which shall be as listed in the Annexure. Banks may treat such transactions similar to AePS cash withdrawal transactions with respect to all business and risk rules as applicable as per extant guidelines in this regard.
5. Members shall adhere to RBI guidelines on 'Harmonization of Turn Around Time (TAT) and customer compensation for failed transactions using authorized Payment Systems' dated September 20, 2019, as amended from time to time.

1001A, The Capital, B Wing, 10th Floor,
Bandra Kurla Complex, Bandra (E), Mumbai 400 051.
T: +91 22 40009100 F: +91 22 40009101
contact@npci.org.in www.npci.org.in
CIN: U74990MH2008NPL189067

Together We Build

6. Online Dispute Resolution (ODR) functionality shall be available for all such transactions.
7. Reconciliation process shall be as per the existing UPI guidelines. For such transactions a new line item in the Net Settlement Report shall be introduced to identify these transactions and settlements respectively. Dispute management process including TAT, documents required to be submitted at each stage, etc. shall be similar to AePS transactions.

For further details on transaction flow, roles and responsibilities and risk mitigation rules member are required to refer to the latest version of product understanding document released from time to time.

Member are required to make the necessary changes at their end to process Cash Withdrawal through MicroATM using UPI at Business Correspondent (BC) touch points.

Your Sincerely,

SD/-

Sourabh Tomar
Head UPI Product