

Circular: NPCI/2020-21/BBPS/010

9<sup>th</sup> July 2020

To,

All BBPOUs

Bharat Bill Payment System

Dear Sir/Madam,

**BBPS: Confirmation of credit by Customer BBPOUs in the customer's account post Credit Adjustment**

Reference is drawn to circular NPCI/2019-20/BBPS/016 dated 15/11/2019 and NPCI/2019-20/BBPS/019 dated 12/12/2019.

- Credit Adjustment module was introduced in the CANVAS which enables Biller BBPOUs to initiate refunds for transactions initiated on them post settlement. These refunds can either be customer initiated or initiated by the Biller BBPOU on account of some technical issues at its end. There is a provision for levying penalty for refunds initiated with certain reasons.
- Customer BBPOUs on the other hand are expected to reconcile such transactions at their end and ensure that the customer's account is credited with the bill amount (and penalty amount wherever applicable) with appropriate remarks/ narration.
- A separate provision, '**Transaction Credit Confirmation**' (TCC) module in the CANVAS has been made available where in the Customer BBPOU can update the status once the refund amount is credited back to the customer.
- It has been noticed that Customer BBPOUs are not updating the TCC status and in some cases there is a lag between the date of refund and TCC update. The refund to the customer account must be made within two working days of the adjustment.
- It may be noted that TCC related information available in our system will be considered as actual status, as the date of credit to the customer's account for the purpose of responding to the queries received from users, billers, regulators etc. The TCC status in CANVAS will be shared with RBI on a monthly basis as a part of compliance reporting.
- In view of the above all Customer BBPOUs are requested to refund the customer's account at the earliest and update the TCC status as soon as the refund is affected in customers account. The information must reflect in the TCC module not later than 5th working day of the succeeding month.

Likewise, they must ensure that the Agent Institutions on-boarded by them have robust processes to ensure the above. Consequently, the TCC status must also be updated once the refund is affected.

We request you to take note of the above and percolate this information to the concerned stakeholders.

Yours sincerely,



(Rahul Tandon)

Head Product & Market Development and Compliance

Bharat Bill Payment System