

NPCI/2023-24/BBPS/018

20th December 2023

To,

All BBPOUs
Bharat Bill Payment System,
NPCI Bharat BillPay Ltd.

Respected Sir/Madam,

Subject: Advisory by NPCI Bharat Bill Payment (“NBBL”) on FASTag recharge transactions

NPCI Bharat BillPay Limited (hereinafter referred to as “NBBL”) had introduced ‘Fastag Recharge’ as a new category on 27th November 2019. The BBPOUs were informed about the applicable interchange fee and CCF vide circular NPCI/2022-23/BBPS/012.

It has come to our notice that customers are being charged a fee, over and above the interchange fee and Customer Convenience Fee applicable for FASTag recharge transactions. BBPOUs are advised to examine such instances and ensure adherence to the pricing circular NPCI/2022-23/BBPS/012.

NBBL shall monitor the occurrence of such anomalies in FASTag transactions. BBPOUs are expected to adhere to the guidelines including pricing circulars issued by BBPS from time to time.

NBBL is committed to its objective of assuring trust and confidence amongst stakeholders and customers. Thus, ecosystem participants are advised to support in ensuring a safe and secure payment system.

Yours Sincerely,

Sd/-

Noopur Chaturvedi
Chief Executive Officer (CEO)
NPCI Bharat BillPay Ltd.