

NPCI/2023-24/BBPS/028

11<sup>th</sup> March 2024

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

Respected Sir/Madam,

**Subject: Revision in Fetch retention period for Bajaj Finance (BFL000000NAT01)**

NPCI Bharat BillPay Limited (hereinafter referred to as "NBBL") has onboarded Bajaj Finance as a biller under Loan Repayment Category in Bharat Bill Payment System (hereinafter referred to as "BBPS") on 28<sup>th</sup> November 2019.

Bajaj Finance customers can access BBPS enabled payment channels to pay EMI Overdue payments. However, the biller owned platforms (website, app, branches) also extend the facility of making ad-hoc payments including Partial payments, Advance EMI payments and Foreclosure charges. In order to improve the customer payment experience and offer a more robust collection mechanism, BBPS has decided to introduce the above payment types for its customers.

It must be observed that customers often visit branches to make partial EMI payments in cash and subsequently complete the remaining payment through a digital platform. If prefetched details were available on the app, customers might inadvertently make incorrect payments. This scenario is also applicable to foreclosure transactions.

Hence, in order to avoid the above scenario, BBPOUs are requested to take note of the below change in the existing process:

A Fetch request, on the date on which Payment request is submitted by the customer, is mandatory for settlement of a transaction, i.e. fetch done by the customer will be valid for that calendar day only (00:00 - 23:59) and should be expired at the end of the day. **No payment should be allowed against old fetch transactions.**

The intention is to avoid fetch/payment declines arising from incorrect payment amount displayed at COU/AI front ends.

**Yours Sincerely,**

Sd/-

**Noopur Chaturvedi**  
Bharat Bill Payment System,  
NPCI Bharat BillPay Ltd.