



NPCI/NFS/OC No. 182/2015 -16

To,

All Members of National Financial Switch (NFS)

Madam/Dear Sir,

Sub: NFS ATM Network –Submission of documents for cases referred to Arbitration.

We refer to Operating Circular (OC) No. 151 dated 22nd January, 2015, detailing the list of documents to be submitted by NFS members at various stages of dispute cycle.

We also refer to OC No. 164 dated 07th May, 2015, wherein it was reiterated that acquirers need to upload the documents in Dispute Management System (DMS) **within 10 days** from the next day of Arbitration raised by Issuer. The documents should be stamped and signed by the Acquirers.

We observe that some members are not uploading complete set of documents and in few cases the documents are not stamped and signed by the bank/WLAO officials. It is also observed that few members are uploading Issuer / Acquirer Submission Forms in old format instead of the revised format.

We once again request members to upload complete set of documents, **stamped and signed** alongwith the **revised Issuer / Acquirer Submission Form** in DMS within the timelines stipulated in OC 151. Revised Issuer / Acquirer Submission Form are attached herewith for reference.

Non-submission of complete set of documents may result in PRD decision going against the Acquirer on technical grounds.

Members are therefore requested to take note of the above and ensure compliance.

For any queries or clarification, please contact:

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Yours faithfully,

Ram Sundaresan
Head – Operations

Encl :

1. Revised Issuer Submission Form
2. Revised Acquirer Submission Form