

NPCI/NFS/OC No.342/2018-19

26th August, 2019

To,

All Members of NFS ATM Network

Madam / Dear Sir,

Sub: NFS ATM Network – Changes in dispute guidelines for Interoperable Cash Deposit (ICD)

We refer to our OC 220 dated 18th August, 2016 on Settlement & reconciliation procedure and OC 241 dated 07th February, 2017 Dispute management guidelines for ICD transactions.

Chargebacks are raised for cases where the cardholder has deposited the cash, however the deposited amount is not credited to the beneficiary. Acquirers refer to Electronic Journal (EJ), Switch logs, reconciliation reports, etc. while handling ICD chargebacks. In few scenarios like media jam, power interruption, etc. it was informed that the denomination and the number of bills (notes) may not get captured in the EJ if the bills are not passed through the bill validator.

The process to handle such disputes were discussed during the Operations Working Group Meeting held on 14th June, 2019 and in the NFS Steering Committee meeting held on 16th July, 2019. It was agreed that following documents should be additionally provided by Acquirers for cases like media jam, power interruption, etc. where denomination and number of bills deposited are not captured in EJ.

1. Mandatorily two custodian (dual) should visit the machine for clearance. A report should be prepared & signed by both the custodians giving transaction details and amount deposited/found.
2. Bank official's declaration on the amount of cash deposited/found.

Additionally, images/CCTV footage of external camera and of hand camera may be submitted by the acquirer on best effort basis. It was also recommended that transaction details be captured in hand camera images, similar to PIN-hole camera for ATM transactions.

Please note importantly that Acquirers should prominently display on the screen of Cash Deposit Machine/Recyclers that the cardholder should deposit cash less than ₹50,000/- only for ICD transactions.

Please make a note of the above and disseminate the instructions contained herein to officials concerned.

For any queries or clarification, please contact:

| Name | e-mail ID | Mobile Number |
|-----------------|--|----------------------|
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Yours sincerely,



Ram Sundaresan

Chief Operations & Run Technology