

NPCI/NFS/OC No.400/2021-22

25<sup>th</sup> June, 2021

To,

**All Members participating in NFS ATM Network**

Madam / Dear Sir,

**Sub: NFS ATM Network – Changes in (BCS) related to Harmonisation of Turn Around Time (TAT)**

We refer to RBI Circular DPSS.POLC.No.S-106/02-14-003/2021-2022) dated 21<sup>st</sup> May 2021 towards 'Relaxation in timeline for compliance with various payment system requirements'. The customer compensation calculation will be considered from 'calendar day' to 'working day' till 30<sup>th</sup> Sep'2021. The 'Working days' shall be termed as all days excluding 2<sup>nd</sup>/4<sup>th</sup> Saturday & all Sundays.

In this regard, the system changes in NFS BCS related to Harmonisation of TAT is completed and following changes would be applicable from 5<sup>th</sup> July, 2021 onwards.

**Customer compensation applicability: -**

Calculation of customer compensation if applicable, through NFS-BCS for Dispute Acceptance/Deemed from 5<sup>th</sup> July, 2021 onwards.

1. If any dispute acceptance is settled prior to implementation date (5<sup>th</sup> July, 2021), customer compensation if applicable, will not be levied through the settlement process, however it will be settled manually.
2. If any dispute acceptance is settled post implementation date (5<sup>th</sup> July, 2021), customer compensation if applicable, will be part of daily settlement process and the amount would reflect in the NTSL report.
3. The existing cut-off timing of 12:30 hrs for Customer compensation (penalty) calculation shall be extended to 15:30 hrs thereby giving more time to Acquirer to raise Credit Adjustment/Accept CB.

**Please note importantly: -**

- If any chargeback acceptance is done within CB+2 days, i.e. before chargeback amount is settled, the customer compensation amount if applicable, will reflect on CB+2 day's NTSL report and Adjustment report. Bank may credit the transaction amount in customer account basis the chargeback acceptance status available in adjustment report.
- The customer compensation on delayed credit is not applicable on chargeback raised under reason code 'Counterfeit EMV Card Fraud', Interoperable Cash Deposit (ICD) and International ATM transactions – DFS, JCB, CUP and Bhutna.
- Revision in Representment TAT in NFS BCS from existing 5 calendar days to revised 5 working days shall be applicable on the disputes / adjustment settled from 5<sup>th</sup> July, 2021.
- The chargebacks that are open till 5<sup>th</sup> July, 2021 will have revised representment TAT of 5 working days.

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

For any queries or clarification, please contact:

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Yours faithfully,



Saiprasad Nabar  
Chief – Online Product Operations