

BILLER CONSENT FORM
Consent of the Biller for Authorisation of the default BBPOU
(Letter head of the Biller)

To,
The Chief BBPS,
Bharat Bill Payment System
National Payments Corporation of India,
Unit 302, 3rd Floor, Raheja Titanium
Off Western Express Highway
Goregaon-East, Mumbai-400 063

Dear Sir/Madam,

We _____ with Registered Office at _____ have agreed to participate in the Bharat Bill Payment System (BBPS) under National Payments Corporation of India (NPCI), with registered office at The Capital, 1001 A, B-Wing, 10th floor, Bandra Kurla Complex, Bandra East, Mumbai 400051,

- a) We hereby authorise _____ to act as our default Bharat Bill Payment Operating Unit in compliance with BBPS Procedural Guidelines. We understand that only those transactions that are passed through Bharat Bill Payment Central Unit (BBPCU) will be covered under the Settlement Guarantee Mechanism of BBPS. The agreement for on-boarding in BBPS with the BBPOU is valid until _____

Option 1:	We hereby consent that the default BBPOU will route all transactions through BBPCU to avail the benefit of the Settlement Guarantee Mechanism, dashboard facility to get access to transaction summary for all bill payments including consolidated MIS (hereinafter "Dashboard Functionality") as determined from time to time and complaints and grievance redressal mechanism overseen by BBPCU for all transactions.
Option 2:	We hereby consent that the default BBPOU will route the select transactions to BBPCU as per their discretion and we understand that Settlement Guarantee Mechanism of BBPS and the Dashboard Functionality from BBPCU will be limited to those transactions that pass through BBPCU.

AND / OR

- b) We hereby authorise _____ to act as an additional default Bharat Bill Payment Operating Unit in compliance with Bharat Bill Payment System Procedural Guidelines. We understand that only those transactions that are passed through the BBPCU will be covered under the Settlement Guarantee Mechanism of BBPS. The agreement for on-boarding in BBPS with the BBPOU is valid until _____

Option 1:	We hereby consent that the additional default BBPOU will route all transactions through BBPCU to avail the benefit of the Settlement Guarantee Mechanism, dashboard facility to get access to transaction summary for all bill payments including consolidated MIS as determined from time to time & complaints and grievance redressal mechanism overseen by BBPCU for all transactions
Option 2:	We hereby consent that the additional default BBPOU will route the select transactions to BBPCU as per their discretion and we understand that Settlement Guarantee Mechanism of BBPS and Dashboard Functionality from BBPCU will be limited to those transactions that pass through BBPCU

We understand and agree that transactions will be dynamically routed between the default BBPOUs by BBPCU.

{Note:

Fill in 'a' and delete 'b' if only one default BBPOU is being authorised;

Fill in 'b' and delete 'a' if another additional default BBPOU is being authorised as default BBPOU in addition to the existing default BBPOU}

Fill in 'a' and 'b' if both BBPOUs are being authorised as default BBPOUs}

N.B.: The Biller will choose the same option (Option 1 or 2 above) under 'a' and 'b'.

- c) We understand and agree that the intent of the Dashboard Functionality (as defined above)/MIS being made available by BBPCU hereunder is to share the performance and the transaction summary directly with us
- d) We hereby nominate and authorize the below-mentioned personnel to receive the access and relevant credentials to the Dashboard Functionality. We further agree that in the event any or all of the authorized personnel named herein-below move out of our organization or are rendered unavailable to continue to be the authorized personnel for the Dashboard Functionality, we shall give fifteen (15) working days prior written notice to BBPOU/ BBPCU, along with details of the replacement in order to grant them reasonable time to onboard and grant access of the Dashboard Functionality to the named replacement personnel.

Name	Email ID	Designation	Mobile Number

- e) All complaints relating to processed transactions received by BBPCU and/or above-said BBPOU(s) or Customer side BBPOUs would be attended to expeditiously by us and all possible help will be provided to the BBPOUs in this regard.
- f) Any change in the default / additional default BBPOU would be intimated to you in writing in advance in accordance with the Bharat Bill Payment System Procedural Guidelines and the change in default/ additional default BBPOU would only be effected after all pending complaints and disputes in relation our bills that pertain to the BBPOU being replaced are resolved.
- g) Various digital players (“RBI approved BBPOUs and their digital service providers; the approved players are responsible for the latter”) who are live with National Payments Corporation of India (“NPCI”) on Bharat Bill Payment System platform can use/adopt the Brand Logo/Image of our company, only for digital transactions on Bharat Bill Payment System screens for easy identification by the customer; in line with our Trademark/Brand usage guidelines and specifications. NPCI shall not in any manner whatsoever be responsible and/or be held responsible for any misuse of any of the Brand Image/Logo by any of the BBPS players.
- h) Bharat BillPay brand logo would be displayed on digital and physical channels of the billers, including physical bills, to promote transactions on Bharat BillPay ecosystem. Illustratively the Bharat BillPay logo must appear on the website, receipt and messages/statements to convey assurance and accessibility to the customers.
- i) We also confirm that the configuration details listed out in the Biller Compliance Annexure have been examined and confirmed by us to facilitate accurate on boarding and understanding.

Yours faithfully,

Authorized signatory

Name:

Designation:

Contact No:

Email:

Note: Kindly submit the hard copy of consent form on letter head with sign, seal/stamp on the above mentioned address and the digital copy on bbps.biller@npci.org.in

Annexure - Biller Compliance Form

Biller Name	
Biller ID	
Expected Volume/Avg. Ticket Size of the Biller (Per Day)	
Consumer Base of the biller	
Electronic Payment Coverage (%)	
BOCP (Own Collection Point) Payment Coverage (%)	
<u>Details of Mandatory tags availability in Response</u>	
Customer Name	Yes No
Due Date	Yes No
Amount	Yes No
Bill Number	Yes No
Bill Date	Yes No
Bill Period	Yes No
If No, When can we expect the mandatory tags from the Biller in future? Please mention the timeline	
Confirmation that all mandatory tags provided in BBPS are same as provided by Biller through direct communication	
<u>Biller Integration Details</u>	
Type of the biller	ONLINE OFFLINE A OFFLINE B
In case of ONLINE type of Biller, what is the average connectivity uptime with biller?	
In case of ONLINE type of Biller, Is there any mechanism to track the connectivity with Biller?	
If Yes, Please explain the process	
In case of ONLINE type of Biller, Is it real time posting into biller system (or) Is there any delay in posting?	
In case of OFFLINE A type of Biller, what is the frequency of bill data exchange between Biller to BOU?	
In case of OFFLINE A type of Biller, When will be the bill amount settled with the biller?	
In case of OFFLINE B type of Biller, When will be the amount settled with the biller?	
When can we expect the settlement entry in biller website/App or customer account?	
<u>Biller Configuration</u>	
Please list down the biller error codes	BBPS Compliance code
(Separate annexure may be provided by the BOU duly signed off by the Biller)	
<u>Technical Scenarios</u>	
In case of ONLINE Biller, Confirm the availability of re-push mechanism at your end for this biller	
What is the frequency of transactions re-push with biller?	

If its file based posting with biller, confirm the deemed accept concept implemented with biller for all the BBPS settled transactions	
Is any other, mechanism implemented at your end to avoid reversals to customer, Please explain	
<u>Business Scenarios</u>	
Biller accepts the payment after due date of bill	Yes No
Does the biller allow the customer to pay the bill amount post due date expired?	Yes No
If Yes, Is there any late payment fee levied from customer with bill payment	Yes No
Late fee will be applied to the customer account and revised bill amount will publish it to online on immediate basis	Yes No
Late fee will be applied to the customer account at the time of next billing cycle	Yes No

Regex implementation

Support for pending transactions, if yes, biller timeout and scheduled interval for 402 API

Bill Cycle if consistent across customers