

Circular: NPCI/2018-19/BBPS/008

01st February, 2019

To,

All BBPOUs
Bharat Bill Payment System

Dear Sir/Madam,

Revised Consent Form and Biller Compliance Annexure

We wish to draw your attention to circular number Circular: NPCI/2017-18/BBPS/003, dated 18th April 2017, wherein the biller consent form was enclosed for eliciting necessary biller details to facilitate on boarding in the ecosystem. The circular is annexed for your ready reference.

Over a period of time our experience has evidenced that details furnished for configuring the billers does not delineate critical details like, but not limited to:

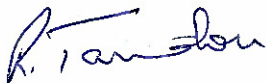
- Nature of integration with the type of biller
- Process of data exchange and posting with the biller
- Biller error codes and their mapping with the BOU
- Frequency of re-push with the biller
- Deemed acceptance etc

Needless to say details as aforesaid will make the biller level configuration more transparent and responsive culminating to a finer customer experience. Going forward we have modified the consent form and the 'Biller Compliance Annexure' that the BOUs will have to furnish to make the biller level on boarding meaningful. This will facilitate elevated benchmarks for the ecosystem from the point of view of efficiency and customer centricity.

In addition to the consent form the biller compliance form has to be submitted by the biller on boarding BOU providing the details indicated in the line items. The BOUs may at their discretion add any other detail not listed in the 'Biller Compliance Annexure' that they determine from the point of view of biller configuration, efficiency and experience. The consent form and the annexure must be confirmed by the biller for efficacious on boarding.

We earnestly look forward to your cooperation in this regard.

Yours faithfully



Rahul Tandon
Bharat Bill Payment System