

**Circular: NPCI/BBPS/2020-21/002**

**20<sup>th</sup> April 2020**

To,  
All BBPOUs  
Bharat Bill Payment System

Dear Sir/Madam,

**Subject: Billers On Boarding – Efficiency in Fetch Transactions**

From an industry level perspective, it is imperative that that a concentrated effort should be made where the Biller BBPOUs (BOUs) would help the Bharat Bill Payment Central Unit (BBPCU) to collate the following information biller wise in the electricity category for all the electricity billers:

- Due date
- Bill date
- Billing Period based on consumer type (Monthly | Bi Monthly | Quarterly)
- Next bill generation date Example, Previous Due Date +10
- Gap between bill date and due date Example, Bill Date +10 = Due Date
- Gap between online publishing of bill data and bill generation data

This will help the Customer BBPOUs (COUs) to build biller based fetch logic at their end to reduce redundant fetches and bring efficiency in the system.

To facilitate the BOUs in this regard we are annexing an illustrative template that will delineate the aforesaid information biller wise. The BOUs may collate their respective data and submit the same to CU within 15 days of the issue of this circular.

The task force conducted on March 7<sup>th</sup> 2020, consisting of key stakeholders recommended this exercise and felt this will go a long way in imparting finesse to the system and enrich the customer experience.

BOUs are advised to collate this data, biller wise in the electricity category, in the stipulated time period, similar norm will be applicable for biller on boarding where a definite cycle of bill generation is available on similar lines.

Yours faithfully



(Rahul Tandon)  
Head Product & Market Development and Compliance  
Bharat Bill Payment System