

Circular: NPCI/2020-21/BBPS/023

Date: 30.11.2020

To,

All BBPOUs

Bharat Bill Payment System

Subject: Purging of Agent Institution (AI)/Agent data – Clean up thereof

Agent Institutions (AIs) and agents are an important touch-point for customer outreach in BBPS ecosystem. As on date we have on boarded ~4.5 million agents and 1000+ Agent Institutions in BBPS. This constitutes a large no. of physical touch points as a way of life for a large section of the population.

However it has been observed that:

1. A large segment of these AIs and agents are inactive over a long period of time and it does not seem that we are likely to observe any activity thereof.
2. For sake of clarity, we consider active agents as those who do at least one transaction per month to mark their presence on BBPS.
3. Some of the agent details/data are not properly reflected e.g. Agent's City and State are not in proper alignment.

A large inactive database needs to be sanitized with the help of the stakeholders who have on-boarded these AIs and agents. It is imperative that we make this effort in collaboration to get a true picture of active participants and enhance the operational efficiency of the system.

It is proposed to purge all such AIs and agents from the data base that have been inactive with effect from 1 November, 2019 till the date of this circular.

We request all BBPOUs who have on boarded Agent-Institutions and agents in BBPS to conduct this exercise positively by 31st December, 2020. In this regard we will enable the effort by supplying data to each BBPOU for corroboration and rationalization. Post conclusion of this exercise the agents purged out of the system would not be eligible for OFF-US and ON-US transactions for the billers on boarded in BBPS.

Yours faithfully



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