NPCI/2026-27/BBPS/019 **24th October 2026**

To

All Operating Units
Bharat Bill Payment System,
NPCI Bharat BillPay Ltd.

Dear Sir/Madam,

Subject: Guidelines for Settlement of Bill Payment Transactions

At the outset, we would like to thank all participants for their continued support in ensuring a safe, secure, and trusted ecosystem for bill payment transactions on Bharat Bill Payment System (BBPS).

It has been our constant endeavor to enhance the security of bill payment transactions on BBPS through various initiatives that are not only robust but also customer friendly. In furtherance of this objective, we are working on streamlining the existing settlement flow facilitated through COUs and Agent Institutions (AIs).

At present, not all billers across all categories have been enabled on BBPS for bill payment transactions. For billers not enabled on BBPS, the COUs and AIs may facilitate bill payment transactions outside the BBPS ecosystem. Hence, it is essential to establish clear identification and distinction between bill payment transactions facilitated by these entities for BBPS billers and other than BBPS Billers.

To ensure the aforementioned objective, these front-end platforms, supporting bill payment for BBPS and non-BBPS Billers, shall be required to ensure that BBPS transactions are associated with a distinct Merchant Identification Number (MID) specifically created for BBPS billers.

Accordingly, all COUs and AIs are advised to create separate Merchant ID (MID) exclusively for BBPS billers. The MID created for BBPS billers shall be mapped against each bill payment transaction routed and settled through BBPS. Further, the same shall be passed by the AI / COU to BBPS for transactions routed through BBPS.

This process will ensure greater transparency and traceability of BBPS transactions, thereby enhancing transaction auditability. It facilitates strengthening of processes pertaining to reconciliation, record maintenance, and oversight, especially in cases involving refunds, prefunding arrangements, and other complex transaction scenarios.

The responsibility for ensuring compliance with the above-mentioned requirements shall rest with the respective COUs.

All members are advised to support in ensuring compliance with the aforementioned process across their systems and partner ecosystem.

Yours Sincerely,

Sd/-
Noopur Chaturvedi
MD & CEO
NPCI Bharat BillPay Ltd.