

NPCI/2026-27/BBPS/005

22nd May 2026

To

Operating Units

Respected Sir / Madam,

Subject: Non-Compliance with the Advisory concerning BPCL Gas Booking Transactions

This is with reference to the advisory dated 07th May, 2026 regarding BPCL gas booking transactions on the BBPS platform.

In line with the aforementioned advisory, all BBPS front-end channels were mandated to confirm compliance with the implementation changes outlined below at their front ends and to provide confirmation by 17.05.2026.

1. Only customer parameter- "Registered Contact Number" to be used as the booking method.
2. To ensure that booking is allowed only if the "Mobile Number" is registered with the LPG ID.
3. "Registered Contact Number" input parameter should be picked from the customer's app login mobile number and should be non-editable.

However, it has been observed that certain Operating Units are yet to comply with the stated Advisory.

All Operating Units are hereby instructed to ensure strict adherence to the directives communicated in the aforementioned advisory.

Further, COUs shall be responsible for ensuring communication to their respective AIs and provide confirmation regarding compliance by the latest date of 26th May, 2026.

Please be advised continued non-compliance with the prescribed guidelines will result in restriction of transactions towards LPG booking services for the mentioned biller across non-compliant BBPS front-end platforms by 27th May, 2026.

We look forward to your co-operation and support. For any further clarification, request you to reach out to your RM.

Yours Sincerely,

Sd/-

Noopur Chaturvedi
MD&CEO
NPCI Bharat BillPay Ltd.