

NPCI/2025-26/BBPS/010

17th October 2025

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

Dear Sir / Madam,

Subject: Providing Accurate Customer Mobile Numbers in BBPS Transactions

It has been our constant endeavor at BBPS to enhance and simplify the bill payment journey for customers, with the continued support and collaboration of all ecosystem participants.

It is essential to identify transactions at a customer level through the mobile number used at the time of bill payment. Accordingly, the sharing of customer mobile numbers by Customer Operating Units (COUs) has been mandated for all BBPS transactions, as outlined in the BBPS API specification document.

However, it has been observed that in several instances the customer mobile number is not being correctly passed by COUs. The absence of this data restricts customer traceability and delays fraud detection, impacting customer service, and ultimately limits the customer experience.

We therefore request all COUs to ensure that the customer's valid & accurate mobile number is mandatorily passed for every BBPS transaction, with effect from 1st November, 2025, to maintain compliance with the specifications and to deliver a uniform, seamless experience across the ecosystem.

Your cooperation in this regard will be critical to achieving our shared vision of strengthening trust and transparency in the ecosystem.

Yours Sincerely,

SD/-

Noopur Chaturvedi
MD & CEO
NPCI Bharat Bill Pay Ltd.