

Circular: NPCI/2017-18/BBPS/018

December 28, 2017

To,

All BBPOUs

Bharat Bill Payment System

Dear Sir/Madam,

Bharat Bill Payment System – Submission of monthly returns by BBPOUs

All BBPOUs are required to submit the monthly returns as prescribed by Reserve Bank of India (RBI) delineated in Annexure I, II and III by 7th of every month for the previous month with effect from January 2018.

It may be noted that filing of returns is mandatory. BBPOUs are requested to adhere to the above timelines so as to enable us to submit the consolidated returns to RBI on time. We will report NIL returns for the BBPOU to RBI in the event of non-receipt of the information from the said BBPOU.

We request you to take note of the above and bring to notice the contents of this letter to the senior officials of your Compliance Department.

BBPOUs are requested to send the information to the following Email- ids

Sr. No.	E-mail D
1.	bbps@npci.org.in
2.	abhishek.yadav@npci.org.in
3.	pugalenthi.palanisamy@npci.org.in

Yours faithfully,



Lalit Khurana

Associate Vice President, Operations

Bharat Bill Payment System

Enclosed:

Annexure-I Statement of Bharat Bill Payment System transactions for the month

Annexure-II Report on Complaints for the month,

Annexure-III Report on Billers/Sgments for the month

ANNEXURE II

Report on Complaints for the Month of _____

S. No	Name of the BBPOU	Number of Customer Complaints received during the Month						Complaints resolved during the Month		Complaints pending at the end of the month		Types of complaints received	
		On-Us			Off-Us			On-Us	Off-Us	On-Us	Off-Us	Transaction Based	Service Based
		Outstanding end of previous month	Received during this month	Total	Outstanding end of previous month	Received during this month	Total						

@ Separately indicate any complaints received from agents and/or billers, including regarding delay in credit to billers

ANNEXURE III

Report on Billers/Segments for the Month of _____

Name of the BBPOU: _____

Sr. No	Name of the Biller	Total volume. of transactions (Number)		Total value of transactions (in ₹)	
		On-Us	Off-Us	On-Us	Off-Us
A	Electricity				
	(i)				
	(ii)				
B	Water				
	(i)				
	(ii)				
C	Gas				
	(i)				
	(ii)				
D	DTH				
	(i)				
	(ii)				
E	Telecom				
	(a) Post paid				
	(i)				
	(ii)				
	(b) Pre paid				
	(i)				
	(ii)				