

**Circular: NPCI /2020-2021/BBPS/013**

**06<sup>th</sup> August, 2020**

To,

All BBPOUs

Bharat Bill Payment System

Dear Sir/Madam,

**Subject: BBPS - Fraudulent Transactions –Format for Incident Reporting**

1. It has been decided to standardise incident reporting by the BBPOUs with regard to transaction/s reported as fraud to the BBPCU. It is imperative that the template provided below be adhered to for faster turnaround by the stakeholders in the system:

S.No	COU ID	BBPS REF ID	BILLER ID	DATE OF TRANSACTION	TRANSACTION VALUE	CUSTOMER NAME	MOBILE NUMBER	COPY OF FIR	REMARKS

2. The complaint should be accompanied by a copy of the FIR if the fraud has occurred on the customer acquisition side
3. Based on the complaint reported and suitably evidenced BBPCU will approach the Biller Operating Unit and their respective biller/s, through their good offices, for support on a best effort basis

BBPOUs are requested to take note of the aforesaid and provide appropriate information as per the template.

Yours Faithfully,



Rahul Tandon  
Head Product & Market Development and Compliance  
Bharat Bill Payment System