

**Circular: NPCI/2021-22/BBPS/003**

**4<sup>th</sup> May 2021**

To,  
All BBPOUs  
Bharat Bill Payment System

Dear Sir/Madam,

**Subject: Submission of monthly returns by BBPOUs**

BBPOUs are required to submit the monthly returns as prescribed by Reserve Bank of India (RBI) delineated in Annexure A, B, C, D, and E by 5<sup>th</sup> of every month for the previous month with effect from 1<sup>st</sup> April 2021. Key points are provided below:

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

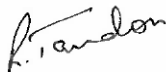
The details for the returns are highlighted in the addendum below.

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

BBPOUs are requested to send the information on the following email Ids:

Sr. No.	Email ID
1	<a href="mailto:bbps@npci.org.in">bbps@npci.org.in</a>
2	<a href="mailto:Nitin.tambe@npci.org.in">Nitin.tambe@npci.org.in</a>
3	<a href="mailto:Prasad.patil@npci.org.in">Prasad.patil@npci.org.in</a>

Yours sincerely,



(Rahul Tandon)  
Head Product & Market Development and Compliance  
Bharat Bill Payment System,  
NPCI Bharat BillPay Ltd.

**NPCI Bharat BillPay Limited**

(A wholly owned subsidiary of NPCI)

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Bandra Kurla Complex, Bandra (E), Mumbai 400 051.

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**Email id:** [bbps@npci.org.in](mailto:bbps@npci.org.in)

**Website:** [www.bharatbillpay.com](http://www.bharatbillpay.com)

**CIN:** U67190MH2020PLC351595

## Addendum:

### Annexure A Monthly statistics on transactions:

- **Part A** The details of financial and non-financial transactions to be reported
  - a) No. of Non-financial transactions (bill fetch record)
  - b) No. of financial transactions processed (bill payment volume)- Processed means total no. of transaction volume including successful transactions, failures/declines both for ON-US and OFF-US has to be reported
  - c) No. of financial transactions processed (bill payment value)- Processed means total no. of transaction value including successful transactions, failures/declines both for ON-US and OFF-US has to be reported
  - d) Lowest, Highest and Average value of transactions during the month to be reported.
- **Part B** The details of transactions for own channels and Agent-Institutions
  - a) BBPOUs need to submit details of channel wise data for all transactions i.e. ON-US & OFF-US and also submit the total Volume and value of transactions through different agent institutions

### Annexure B Monthly Biller data:

- Part A: Biller BBPOUs need to submit the details of billers on-boarded on monthly basis along with transactions processed (Volume & Value)
- Part B: The entities which have direct relationship with billers, need to submit monthly returns on total volume and value of transactions for each biller. This is with respect to ON-US and OFF-US transactions and value.

### Annexure B1 Monthly Biller data:

- Customer BBPOUs need to submit biller wise volume and value data for ON-US & OFF-US transactions.

### Annexure B2 Monthly Biller data:

- Customer BBPOUs with direct relationship with Agent institutions, need to submit monthly returns biller wise of their Agent Institutions with 1 lakh+ transactions.

### Annexure C Monthly failed transactions:

- BBPOU entities need to submit monthly Statement of the failed transactions volume and value.

### Annexure D Monthly complaints:

- The BBPOUs need to submit details of total complaints registered, total complaints pending, total complaints resolved along with complaint ageing analysis and major reasons for complaints for its own channels and Agent-Institutions

### Annexure E Quarterly disputes:

- The BBPOUs need to submit quarterly details of total disputes registered, parties involved in disputes, pending disputes at the beginning of quarter, TAT for dispute resolving, major reasons of disputes, type of disputes registered, in case if any.