

NPCI/2023-24/BBPS/010

31<sup>st</sup> August 2023

To,  
All BBPOUs  
Bharat Bill Payment System

Dear Sir/Madam,

**Subject: Change in the Maximum Time-out Period for transactions**

As per the existing process, the online transactions are terminated by BBPCU in case no response is received from BOUs within the maximum timeout period i.e. 8 hours. The status of such transactions, whereby no response is received from the BOUs within 8 hours, is updated as "Read Time-Out – Failure" (Error Code - COU007).

As per the modified process, the maximum timeout period of 8 hours has been replaced with the maximum time-out period defined for the respective billers. This effectively means different billers may have different timeout periods based on which transactions will be settled by BBPCU.

Hence, the maximum time-out period of 8 hours shall not be applicable effective 12<sup>th</sup> September 2023.

The Customer BBPOUs are expected to consume and incorporate biller-wise timeout period, as per the Biller MDM. The existing limitation w.r.t maximum time-out period of 8 hours needs to be removed by the customer BBPOUs.

Further, BBPOUs shall be required to confirm the status of transactions with the "settlement file or Status Check 401" response and Pending Transaction Report, prior to updating the status of transaction as "Read Time-Out – Failure". The Settlement File provides the final status of transactions.

The Biller BBPOU shall ensure responses against 402 requests, regardless of the existing time-out period.

The BBPOUs are requested to take note of the provisions of this circular and ensure implementation of the time-out period of the billers by 12<sup>th</sup> September 2023, in order to avoid impact on settlement of transaction.

Warm Regards,



(Nishu Chaturvedi)  
Chief Executive Officer  
NPCI Bharat BillPay Ltd.

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