

NPCI/2024-25/BBPS/018

19th February 2025

**To,
All Operating Units
NPCI Bharat BillPay Ltd.**

Dear Sir / Madam,

Subject: Advisory on Independent Due Diligence by Operating Units

Bharat Bill Payment System (“BBPS”) remains dedicated to offering an integrated, accessible, and interoperable bill payment system that is safe, secure, resilient and compliant with applicable regulations.

In view of the aforementioned, every Operating Unit / Agent Institutions / Agents / Billers / TSPs shall be responsible to ensure that all the regulatory requirements that may be in force from time to time shall be implemented by them for all categories and services introduced by NBBL.

Therefore, it is imperative that all Operating Units (OUs) conduct thorough and independent due diligence on their Agent Institutions (AIs), Agents, Participating AIs, TSPs, Billers, Biller Aggregator to confirm compliance with prudential regulations applicable from time to time.

The operating unit shall be fully accountable and responsible for any of the non-compliances or violations or delays in compliance by their Agent Institutions (AIs), Agents, Participating AIs, TSPs, Billers, Biller Aggregator and may be subject to audit in accordance with relevant Regulations.

We advise all operating units to ensure periodic due diligence and submit annual compliance report to us.

Yours sincerely,

Bharat Bill Payment System