

## BBPS Platform Simplifies Bill Payments for Customers and Billers

**Mumbai, 09 July 2024:** The Bharat Bill Payment System (BBPS) has simplified the way customers pay their bills, providing a seamless, secure, and efficient platform that caters to the needs of both customers and billers.

BBPS acts as a single connection point between customers and billers, providing an efficient and reliable account receivables and grievance management system. As a national digital public infrastructure, BBPS has redefined the bill payment landscape in India, empowering both customers and billers, and fostering a more inclusive and efficient financial ecosystem.

With BBPS currently catering to over twenty-five categories, including electricity, FasTag recharges, municipal tax payments and many others, the inclusion of Credit Card Bill Payments (CCBP) since September 2019 has seen a dozen issuers like SBI Cards, BOB Cards, Kotak Card, ICICI Cards, and others join the platform, while several others are in the process. Billers have made a choice to empower and enhance their collections by leveraging the benefits that BBPS provides. This integration ensures a standardised, uniform, and efficient bill payment experience, driving growth and improving customer relationships in the competitive financial services market.

### Benefits for Customers:

**Unified Platform for All Payments:** BBPS-enabled apps allow customers to pay all their utility bills, including credit card bills, through a single, interoperable system, saving time and effort.

**Convenient and User-Friendly:** Customers can pay their bills anytime, anywhere, through various channels such as online banking, mobile apps, ATMs, and physical outlets, ensuring flexibility and ease.

**Timely Reminders:** Customers receive notifications about upcoming due dates, reducing the risk of late payments and associated penalties.

**Enhanced Security:** BBPS adheres to stringent security protocols, safeguarding customers' financial data and transactions, building trust in digital payment methods.

**Transparent and Reliable:** Every transaction is documented and traceable, providing a clear record of payments and quick resolution of disputes.

**Multiple Payment Modes:** Customers can choose from a wide range of payment modes like UPI, net banking, debit card etc., thus enhancing convenience.

### Benefits for Billers:

**Increased Reach and Customer Base:** By joining BBPS, billers can tap into a vast network of customers, leading to higher revenue and improved customer satisfaction.

**Single Integration Point:** BBPS allows billers to integrate their systems through a single or connection, simplifying onboarding and reducing technical complexity.

**Single Window Reconciliation:** BBPS consolidates all transactions into a unified report, making it easier for billers to reconcile accounts and manage finances efficiently.



**Central Grievance Addressal:** A robust grievance redressal mechanism ensures timely resolution of customer issues, enhancing trust and satisfaction.

**Enhanced Customer Satisfaction:** Features like timely payment reminders and a unified interface for various payments improve the customer experience, fostering loyalty and long-term relationships.

BBPS is more than just a bill payment system; it is a critical component of India's journey towards a digital economy.

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**About NPCI Bharat BillPay Limited:**

Incorporated in December 2020, NPCI Bharat BillPay Limited (NBBL), is responsible for driving the RBI-conceptualised Bharat Bill Payment System (BBPS). Bharat BillPay is a one-stop ecosystem for payment of all bills providing an interoperable and accessible "Anytime Anywhere" Bill payment service to customers across India with certainty, reliability and safety of transactions.

For more information on NBBL, visit <https://www.bharatbillpay.com/>

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