

## **BANKING SECTOR**

### **1. What is banking?**

A bank is a financial institution licensed to receive deposits and make loans. Banks may also provide financial services such as wealth management, currency exchange, and safe deposit boxes. There are several kinds of banks - retail banks, commercial or corporate banks, investment banks, payment banks etc.

According to official records and data, there are 94,384 rural cooperative banks in India, along with 27 public sector banks, 21 private sector banks, 49 foreign banks, 56 regional rural banks, and 1562 urban cooperative banks. According to the World Bank's 2017 Global Findex Report, the Jan Dhan Yojana's extensive implementation has led to 80% of Indian adults having a bank account. It should be noted, too, that only 29% of those with bank accounts have engaged in digital transactions, and only 5% have accessed their accounts online or using mobile devices. The majority of Indians still rely on physical bank access due to digital illiteracy and a lack of resources to access financial services. Government initiatives such as Digital India and Bharat Net Programme aim at increasing the internet penetration into rural areas for greater use of e-banking. Government programmes like Digital India and the Bharat Net Program seek to increase internet access in rural regions so that more people can utilise e-banking.

### **2. What are the grounds for complaint?**

The Banking Ombudsman can receive and consider any complaint relating to the following deficiency in banking services (including internet banking):

- non-payment or inordinate delay in the payment or collection of cheques, drafts, bills etc.;
- non-acceptance, without sufficient cause, of small denomination notes tendered for any purpose, and for charging of commission in respect thereof;
- non-acceptance, without sufficient cause, of coins tendered and for charging of commission in respect thereof;
- non-payment or delay in payment of inward remittances ;
- failure to issue or delay in issue of drafts, pay orders or bankers' cheques;

- non-adherence to prescribed working hours ;
- failure to provide or delay in providing a banking facility (other than loans and advances) promised in writing by a bank or its direct selling agents;
- delays, non-credit of proceeds to parties accounts, non-payment of deposit or non-observance of the Reserve Bank directives, if any, applicable to rate of interest on deposits in any savings, current or other account maintained with a bank ;
- complaints from Non-Resident Indians having accounts in India in relation to their remittances from abroad, deposits and other bank-related matters;
- refusal to open deposit accounts without any valid reason for refusal;
- levying of charges without adequate prior notice to the customer;
- non-adherence by the bank or its subsidiaries to the instructions of Reserve Bank on ATM/Debit card operations or credit card operations;
- non-disbursement or delay in disbursement of pension (to the extent the grievance can be attributed to the action on the part of the bank concerned, but not with regard to its employees);
- refusal to accept or delay in accepting payment towards taxes, as required by Reserve Bank/Government;
- refusal to issue or delay in issuing, or failure to service or delay in servicing or redemption of Government securities;
- forced closure of deposit accounts without due notice or without sufficient reason;
- refusal to close or delay in closing the accounts;
- non-adherence to the fair practices code as adopted by the bank or non-adherence to the provisions of the Code of Bank s Commitments to Customers issued by Banking Codes and Standards Board of India and as adopted by the bank ;
- non-observance of Reserve Bank guidelines on engagement of recovery agents by banks; and
- any other matter relating to the violation of the directives issued by the Reserve Bank in relation to banking or other services.

A customer can also lodge a complaint on the following grounds of deficiency in service with respect to loans and advances

- non-observance of Reserve Bank Directives on interest rates;
- delays in sanction, disbursement or non-observance of prescribed time schedule for disposal of loan applications;
- non-acceptance of application for loans without furnishing valid reasons to the applicant; and
- non-adherence to the provisions of the fair practices code for lenders as adopted by the bank or Code of Bank's Commitment to Customers, as the case may be;
- non-observance of any other direction or instruction of the Reserve Bank as may be specified by the Reserve Bank for this purpose from time to time.
- a customer would also be able to lodge a complaint against the bank for its non-adherence to the provisions of the fair practices code for lenders or the Code of Bank's Commitment to Customers issued by the Banking Codes and Standards Board of India (BCSBI).

### **3. When complaints would not be accepted?**

There are various situations which might cause the complaint to be rejected. These include situations where the consumer is unable to file an appeal against an order within a period of three months, where the complaint is based on a frivolous cause of action, where the complaint falls outside the jurisdiction of the authority approached, and when the complaint has been filed under wrong sections of the act, and other such situations. This requires careful reading of all acts and regulations.

### **4. What are the regulatory bodies?**

**Reserve Bank of India (RBI)** is the central bank of India and manages credit supply, regulates operations of banks, and helps maintain a healthy financial system.

**Securities and Exchange Board of India (SEBI)** protects the interests of the participants and enforces a set of rules to ensure that the market functions effectively

**Insurance Regulatory and Development Authority of India (IRDAI)** promotes orderly growth and proper functioning of the insurance industry in India.

**The Ministry of Corporate Affairs** is one of the financial regulators in India that regulates the functioning industrial and services sectors.

**Pension Funds Regulatory and Development Authority (PFRDA)** regulates pensions

## **5. What are the landmark judgements in banking?**

### **1. Bank of Baroda v. Ranjeet Singh**

The provisions of the Recovery of Debts Due to Banks and Financial Institutions Act, 1993 left no manner of doubt that the Legislature had clearly forbidden any other Court or Authority to exercise any jurisdictional power or authority except the SC and HC exercising their jurisdiction u/Art. 226 and 227 of the Constitution in relation to matters specified in s. 17 of the 1993 Act. Therefore, the District Forum was not justified in allowing the interim application of the Respondent seeking return of the documents.

### **2. Metco Export International v. Federal Bank Limited and others.**

The National Commission reiterated the fact that commercial purpose shall depend on the facts and circumstances of each case. Here it was held that availing of this service is not an activity directly leading to profit and thus the complainant was a consumer.

### **3. CITI Bank N. A., Home Loan Department and another v. Ramesh Kalyan Durg and another**

If the Complainants suffer the loss due to loss of the said documents the bank will be liable to compensate the Complainant.

### **4. HDFC Bank Ltd. v. Balwinder Singh**

Practices involving forced repossession by the bank are strongly deprecated.

### **5. Prakash Chimanlal Sheth v. HDFC Bank limited, Maharashtra**

Bank officials declining to encash the cheque is a deficiency of service.

### **6. Neelam Pansari & Another v. C.G.M State Bank of India & Another**

NCDRC held SBI liable for deficiency in service for unnecessary increase in the rate of interest.

## **6. What is the format of the complaint to be made?**

The below mentioned link would direct the user to complaint form which is to be filed before the ombudsman.

<https://www.rbi.org.in/Upload/Publications/PDFs/BOL.pdf>

<https://cdrc.gujarat.gov.in/images/pdf/1-CC-Eng.pdf> - DCDRC format.

<https://cdrc.gujarat.gov.in/images/pdf/1-CC-Eng.pdf> - SCDRC format.

<https://ncdrc.nic.in/cc.html> - NCDRC format.

## **7. What are the Acts and Guidelines that govern banking?**

- Banking Regulation Act, 1949  
<https://rbidocs.rbi.org.in/rdocs/Publications/PDFs/BANKI15122014.pdf>
- Banking Regulation (Amendment) Act, 2020.
- Banking Ombudsman Scheme, 2006  
[https://rbidocs.rbi.org.in/rdocs/Content/PDFs/BOS2006\\_2302017.pdf](https://rbidocs.rbi.org.in/rdocs/Content/PDFs/BOS2006_2302017.pdf)
- Reserve Bank of India Act 1934  
[https://rbidocs.rbi.org.in/rdocs/Publications/PDFs/RBIAM\\_230609.pdf](https://rbidocs.rbi.org.in/rdocs/Publications/PDFs/RBIAM_230609.pdf)
- Negotiable Instruments Act, 1881  
<https://legislative.gov.in/sites/default/files/A1881-26.pdf>
- The Payment and Settlement Systems Act, 2007  
<https://rbidocs.rbi.org.in/rdocs/Publications/PDFs/86706.pdf>
- The Special Court (Trial of Offences Relating to Transactions in Securities) Act, 1992  
<https://legislative.gov.in/sites/default/files/A1992-27.pdf>
- The Special Court (Trial of Offences Relating to Transactions in Securities) Rules, 1992.  
<https://financialservices.gov.in/sites/default/files/The%20Special%20Court%20%28TOR%29%20Rules%2C1992.pdf>

## **8. What are the important links and resources?**

For more information on grievance redressal <https://rbi.org.in/Scripts/Complaints.aspx>

The below mentioned link directs the user to the contact information of the banking ombudsman.

<https://www.rbi.org.in/commonman/English/scripts/againstbankabo.aspx>

FAQs - <https://rbi.org.in/scripts/FAQDisplay.aspx>

Banking Sector FAQs - <https://consumerhelpline.gov.in/faq-details.php?fid=Banking>

## **9. What should I do if there are unauthorized charges on my account?**

You should contact your bank and raise a dispute as this is an option for all the consumers. This dispute can be raised by visiting the bank personally, via telephonic conversation or in writing an email to bank support.

## **10. Are customers charged for transactions at ATMs?**

RBI has mandated a minimum number of free transactions at ATMs. Banks may offer more number of free transactions or put charges for more transactions at ATMs. Please refer to the website of the Bank where your account is for more information.

## **11. What are various types of cards issued by Banks?**

Cards can be classified on the basis of their issuance, usage and payment by the card holder. There are four types of cards (a) debit, (b) credit, (c) prepaid, and (d) electronic.

## **12. Who issues these cards?**

Debit cards are issued by banks and are linked to a bank account. Credit cards are generally issued by banks. Prepaid cards or wallets are issued by banks/non-banks against the value paid in advance by the cardholder and stored in such cards.

## **13. Who decides the limits for cash withdrawal or purchase of goods and services through a card?**

The limits on cash withdrawal at ATMs and for purchase of goods and services are decided by the card issuer. Cash withdrawal using debit cards and open system prepaid cards at PoS

terminals has been allowed by Reserve Bank of India (RBI). Cardholders can check with their issuers for details of such facilities provided by them, if any.

**14. What steps should a customer take in case of failed ATM Transaction, when his/ her account is debited?**

The customer should lodge a complaint with the card-issuing bank at the earliest. This process is applicable even if the transaction was carried out at another bank's ATM.

**15. Within how many days of a failed transaction the amount has to be re-credited?**

Yes, the card issuing bank has to re-credit the customer's amount within five calendar days from the date of the failed ATM transaction.

**16. Where can I complain if I have a problem with my Bank?**

1. Integrated Grievance Redressal Mechanism - On 24th June 2019 RBI launched a software application called **Complaint Management System ("CMS")** through **Integrated Grievance Redressal Mechanism (INGRAM)** in order to effectively support the Ombudsman framework 2006. You can raise your grievance on the Digital Complaint Management System (CMS) Portal: <https://cms.rbi.org.in/cms/IndexPage.aspx>. This is the unified portal for Banking, NBFC as well as Digital Transactions related grievances. Citizens can access the CMS portal at RBI's website to lodge their grievances against any of the entities regulated by RBI. This site is very user friendly and provides information like 'How to File a Complaint, Details/Documents required for filing a complaint, how to track your complaint, how to file an appeal against the OMBUDSMAN as well as the addresses & mailing list of Consumers' Education and Protection Cells.

<https://cms.rbi.org.in/cms/IndexPage.aspx?aspxerrorpath=/cms/cms/indexpage.aspx>

2. Integrated Ombudsman Scheme, 2021- The Banking Ombudsman appointed has jurisdiction over all commercial banks, regional banks and scheduled primary cooperatives in India.

<https://www.rbi.org.in/commonman/English/Scripts/PressReleases.aspx?Id=3340>

3. Public Grievances Redressal Mechanism- Grievances received in the Department of Financial Services online or by post / manually in the Department of are processed and forwarded through

CPGRAMS (Centralized Public Grievance Redress and Monitoring System) to the concerned organizations for resolution/disposal and are monitored and periodically reviewed.

<https://financialservices.gov.in/about-us/public-grievances-redressal-mechanism>

#### 4. Approaching any other appropriate judicial or quasi-judicial body:

The complainant is free to take the service provider to a court or any other suitable venue (judicial or quasi-judicial). The proceedings in consumer commissions are not mired by the niceties of procedure, allowing the complainant to file a complaint for himself. As a consumer, the aggrieved party can take the service provider to the appropriate consumer commission, based on the pecuniary and territorial jurisdiction. The jurisdictions of the various consumer commissions are as follows-

a) *District Commission:* The aggrieved consumer can reach out to the District Commission under section 34 of the CPA, 2019, which provides that the district commission shall entertain matters where the value of the goods or services paid as consideration does not exceed more than one crore rupees.

b) *State Commission:* In cases where the value of the goods or services paid as consideration is more than one crore, but less than 10 crores, the consumer can approach the State Commission. Moreover, in cases of unfair contracts, the State Commission has original jurisdiction and the consumer can be directly approached. An appeal against the order of the District Commission can also be made under section 47 of the CPA, 2019.

c) *National Commission:* The National Commission can entertain matters where the value of goods or services paid as consideration exceeds 10 crores. Section 58 also provides that complaints against unfair contracts can be entertained by NCDRC when the amount of value paid exceeds 10 crores. The NCDRC also has appellate jurisdiction against the orders of any State Commission and Central Authority.

Moreover, it must also be kept in mind that section 100 of the CPA, 2019 provides that the remedy under CPA is in addition and not in derogation of other available remedies.

Another remedy available to consumers is **mediation**. Chapter 5 of the Consumer Protection Act provides for establishing mediation cells and resolving consumer complaints using mediation.

#### 5. Special Courts for securities



These courts dispense of offenses concerning securities operations and the subjects related therewith. The Special Court (Trial of Offenses Relating to Transactions in Securities) Act, 1992 empowers the Central Government to appoint Custodian, who shall publish a notification in the Official Gazette regarding the list of persons involved in the offense connected with transaction of securities. The Act provides that if a person aggrieved by the notification or revocation ordered by the Custodian shall file a petition before the Special Court within thirty days of such order.

#### 6. Central Consumer Protection Authority

If the commission finds violations of rights of consumers or in notice of trade practices which is unfair it can inquire or cause an inquiry, either on receipt of complaint or suo moto or as directed by Central Government. If the commission finds, after preliminary inquiry, of an existence of a prima facie case of consumer rights violation or it is in notice of any unfair trade practice or any wrong or inaccurate advertisement which is prejudicial to public interest or to the interests of the consumers, it can order an investigation by the District Collector or by Director General.

The consumer can complain to the District Collector of the respective district for investigation and subsequent proceedings by the CCPA. He/she/they can also submit a complaint via email, at [com-ccpa@nic.in](mailto:com-ccpa@nic.in).

### **17. Who is an Internal Ombudsman?**

The coverage of the Internal Ombudsman Scheme is extended to all scheduled commercial banks (other than Regional Rural Banks) having 10 or more banking outlets in India. The objective of setting up the Internal Ombudsman is to ensure that undivided attention is given to resolution of consumer grievances in banks and the bank's customers get an independent and auto-review of their grievances so that they are not partially or wholly unaddressed before they approach the Banking Ombudsman.

### **18. Who is a Banking Ombudsman?**

The Banking Ombudsman is a senior official appointed by the Reserve Bank of India to redress customer complaints against deficiency in certain banking services covered under the grounds of complaint specified under Clause 8 of the Banking Ombudsman Scheme 2006 (As amended up to July 1, 2017).

### **19. Which banks are covered under the Banking Ombudsman Scheme?**

All Scheduled Commercial Banks, Regional Rural Banks and Scheduled Primary Co-operative Banks are covered under the Scheme.

## **20. When can one file a complaint?**

One can file a complaint before the Banking Ombudsman if a reply is not received from the bank for a period of 30 days or the bank rejects the complaint, or if the complainant is not satisfied with the reply given by the bank.

## **21. Is there any cost involved in filing complaints with Banking Ombudsman?**

No. The Banking Ombudsman does not charge any fee for filing and resolving customers' complaints.

For more information please visit <https://cms.rbi.org.in/cms/IndexPage.aspx>

## **DEBIT CARDS**

1) What is a debit card?

Ans: A debit card works like an electronic check. Because the payment is deducted directly from a checking or savings account. If you use a debit card at a retail store, you or the cashier can run your card through a scanner that enables your financial institution to verify electronically that the funds are available and approve the transaction. Most debit cards also can be used to withdraw cash at ATMs (automated teller machines).

2) Why do people use debit cards?

Ans: For many people, it is more convenient to carry a small, plastic card instead of a large quantity of cash. It's a good way to pay for purchases without having to pay interest, as you would if using a credit card with an outstanding balance.

## ***Digital Payments FAQs***

1. What are Prepaid Payment Instruments ( PPI's) ?

Prepaid payment Instruments can be used to buy goods and services as well as transfer and send money to a friend, family, etc. The loading /reloading of such PPI is only from a bank account and to be used for making only digital payments such as bill payments, merchant payments, etc. Such PPIs can be issued on the basis of essential minimum details sourced from the customer. All PPI's are issued on the prescribed KYC norms. Consumers using pre-paid payment instruments (PPIs) issued by banks were protected by limiting their liability towards unauthorized electronic transactions. With effect from 1st March 2019, this facility was extended to customers using non-bank issued PPIs as well.

## 2. What is the framework for “Limiting Liability of Customers for Unauthorized Electronic Payment Transactions?”

Consumer using pre-paid payment instruments (PPIs) issued by banks were protected by limiting their liability towards unauthorized electronic transactions. With effect from March 01, 2019, this facility was extended to customers using non-bank issued PPIs as well. The purpose of prescribing a framework for “Limiting Liability of Customers for Unauthorised Electronic Payment Transactions in Prepaid Payment Instruments (PPIs) issued by Authorized Non-banks” was to limit the liability of customers against unauthorized electronic payment transactions in PPIs issued by non-bank issuers. Further, an enhanced consumer grievance redressal framework was also implemented, prescribing the limits up to which a customer may bear liability under various scenarios like contributory frauds, negligence or deficiency on part of non-bank PPI issuer, third party breach, where the deficiency lies neither with the issuer nor with the customer, and scenarios in which the loss is due to negligence of the customer.

## 3. What Is a Mobile Wallet or Digital Wallet?

A consumer can store his money in a digital or mobile wallet and carry out online as well as offline transactions without using cash to make purchases. A mobile wallet is a PPI and is a virtual wallet that stores payment card information on a mobile device. Mobile wallets are a convenient way for a user to make in-store payments and can be used at merchants listed with the mobile wallet service provider.

## 4. How does one use a mobile wallet?

To use this wallet, first you have to open your account in that wallet of your choice and for this it is mandatory to have a mobile number. After registering to this service, money can be transferred to the wallet with the help of a debit or credit card and then at the time of purchase you can use money wallet with the help of a smartphone or mobile.

## 5. What is a payment gateway?

The payment gateway works as the middleman between the customer and the merchant, ensuring the transaction is carried out securely and promptly. An online payment gateway can simplify how merchants integrate the necessary software. As the middleman during the payment processing, the gateway manages the customer’s sensitive card details between the acquirer and the merchant.

## 6. How does a Payment Gateway work?

- A customer initiates the payment transaction by clicking on ‘buy now’ or its equivalent button on the website.
- E-commerce platform takes the customer to a payment gateway where the customer has to input the relevant details.

- Payment gateway redirects the customer to a secure (consumer to check) page for authorizing the transaction.
- Once the transaction is approved by the payment gateway, banks check the customer's account to decide whether the transaction is a success
- Payment gateway sends the message (successful transaction or error in the transaction) to the customer.
- If the transaction is successful, the bank settles the payment with the payment gateway.
- The payment gateway then settles the payment with the merchant, notifying the customer that the transaction is successful and the payment process is complete.

#### 7. What is AePS (Aadhar Enable Payment Service)?

AePS is a bank led model which allows online interoperable financial inclusion transaction at PoS (Micro ATM) through the business correspondent of any bank using Aadhaar authentication. In the past few months, several use cases like Loan EMI collection, premium collections, payment on delivery etc. have been developed and operationalized on AePS based - BHIM Aadhaar service with an aim to enable wider financial inclusion. The four Aadhaar-enabled basic types of banking transactions are Balance Enquiry, Cash Withdrawal, Cash Deposit, Aadhaar to Aadhaar Funds Transfer.

#### 8. What is the Internal Ombudsman for Non-Bank Prepaid Payment Instruments?

To strengthen the grievance redressal mechanism at the entity level itself, large non-bank PPI issuers were mandated to institutionalize an internal ombudsman scheme in October 2019. The RBI's objective is to create a swift and cost-effective mechanism for grievance redressal and create an additional tier for resolving complaints. The Reserve Bank issued detailed instructions in this regard on 17th December 2019. The new internal ombudsman is expected to help providers and consumer resolve grievances internally. It is mandatory for the consumer first to take their grievance to the service provider, and only then the complainant can approach the Ombudsman.

#### 9. What is the Ombudsman Scheme for Digital Transactions (OSDT)?

The Reserve Bank of India has introduced an Ombudsman Scheme for Digital Transactions. It is an expeditious and cost-free mechanism for resolution of complaints regarding digital transactions undertaken by customers of the System Participants as defined in the Scheme. The purpose of the scheme is to improve the level of customer service and serves as a complaint redressal mechanism relating to deficiency in customer service in digital transactions conducted through non-bank entities that are regulated by the Reserve Bank.

#### 10. What type of customer grievances can be brought to the notice of the Ombudsman?

The grievances include failure in crediting merchant's account within reasonable time, failure to load funds within reasonable time in wallets /cards, unauthorized electronic fund transfer among others.

11. Where can a customer/consumer complain?

The Digital Complaint Management System is the unified portal for Banking, NBFC as well as Digital Transactions related complaints - <https://cms.rbi.org.in/cms/IndexPage.aspx>. In this unified portal, the complainant can lodge complaint; get the Complaint Registration Number, using the same can track their complaints.

### NBFC FAQs

#### **1. What is a Non-Banking Financial Company (NBFC)?**

Non-Banking Financial Company (NBFC) is a company registered under the Companies Act, 1956 engaged in the business of loans and advances, acquisition of shares /stocks /bonds /debentures/securities issued by Government or local authority or other marketable securities of a like nature, leasing, hire-purchase, insurance business, chit business. 1.2 A non-banking institution, which is a company and has principal business of receiving deposits under any scheme or arrangement in one lump sum or in installments by way of contributions or in any other manner, is also a non- banking financial company (Residuary non-banking company).

NBFCs are doing functions similar to banks. What is difference between banks & NBFCs?

NBFCs lend and make investments and hence their activities are akin to that of banks; however there are a few differences as given below: NBFC cannot accept demand deposits; ii. NBFCs do not form part of the payment and settlement system and cannot issue cheques drawn on itself.

#### **2. What are the different types/categories of NBFCs registered with RBI?**

NBFCs are categorized a) in terms of the type of liabilities into Deposit and Non-Deposit accepting NBFCs, b) non deposit taking NBFCs by their size into systemically important and other non-deposit holding companies (NBFC-NDSI and NBFC-ND) and c) by the kind of activity they conduct. Within this broad categorization the different types of NBFCs are as follows: ? Asset Finance Company ? Investment Company ? Loan Company ? Infrastructure Finance Company.

### **3. Can all NBFCs accept deposits?**

All NBFCs are not entitled to accept public deposits. Only those NBFCs to which the Bank had given a specific authorization are allowed to accept/hold public deposits.

### **4. What are the salient features of NBFCs regulations, which the depositor may note at the time of investment?**

The NBFCs are allowed to accept/renew public deposits for a minimum period of 12 months and maximum period of 60 months. They cannot accept deposits repayable on demand. NBFCs cannot offer interest rates higher than the ceiling rate prescribed by RBI from time to time. The present ceiling is 12.5 per cent per annum. The interest may be paid or compounded at rests not shorter than monthly rests. NBFCs cannot offer gifts/incentives or any other additional benefit to the depositors. NBFCs (except certain AFCs) should have minimum investment grade credit rating. The deposits with NBFCs are not insured. The repayment of deposits by NBFCs is not guaranteed by RBI. Certain mandatory disclosures are to be made about the company in the Application Form issued by the company soliciting deposits.

### **5. What else should a depositor bear in mind while depositing money with NBFCs?**

While making deposits with an NBFC, the following aspects should be borne in mind: A proper deposit receipt is issued, giving details such as the name of the depositor/s, the date of deposit, the amount in words and figures, rate of interest payable and the date of repayment of matured deposit along with the maturity amount. Depositor/s should insist on the above and also ensure that the receipt is duly signed and stamped by an officer authorized by the company on its behalf. In the case of brokers/agents etc collecting public deposits on behalf of NBFCs, the depositors should satisfy themselves that the brokers/agents are duly authorized by the NBFC. The Reserve Bank of India does not accept any responsibility or guarantee about the present position as to the financial soundness of the company or for the correctness of any of the statements or representations made or opinions expressed by the company and for repayment of deposits/discharge of the liabilities by the company. Deposit Insurance facility is not available to the depositors of NBFCs

**6. It is said that rating of NBFCs is necessary before it accepts deposit. Is it true? Who rates them?**

An unrated NBFC, except certain Asset Finance companies (AFC), cannot accept public deposits. An exception is made in case of unrated AFC companies with CRAR of 15% which can accept public deposit without having a credit rating up to a certain ceiling depending upon its Net Owned Funds. NBFC may get itself rated by any of the five rating agencies namely, CRISIL, CARE, ICRA and FITCH, Ratings India Pvt. Ltd and Brickwork Ratings India Pvt. Ltd.

**7. In case an NBFC defaults in repayment of deposit what course of action can be taken by depositors?**

If an NBFC defaults in repayment of deposit, the depositor can approach Company Law Board or Consumer Forum or file a civil suit in a court of law to recover the deposits.

**8. What is the role of National Company Law Tribunal ( erstwhile Company Law Board) in protecting the interest of depositors? How can one approach it?**

When an NBFC fails to repay any deposit or part thereof in accordance with the terms and conditions of such deposit, the Company Law Board (CLB) either on its own motion or on an application from the depositor, directs by order the Non-Banking Financial Company to make repayment of such deposit or part thereof forthwith or within such time and subject to such conditions as may be specified in the order. After making the payment, the company will need to file the compliance with the local office of the Reserve Bank of India. As explained above, the depositor can approach CLB by mailing an application in prescribed form to the appropriate bench of the Company Law Board according to its territorial jurisdiction along with the prescribed fee.

**9. Can one approach Consumer Forum, Civil Court, CLB simultaneously?**

Yes, a depositor can approach any or all of the redressal authorities i.e consumer forum, court or CLB.

**10. Is there an Ombudsman for hearing complaints against NBFCs?**

No, there is no Ombudsman for hearing complaints against NBFCs. However, in respect of credit card operations of an NBFC, if a complainant does not get satisfactory response from the NBFC within a maximum period of thirty (30) days from the date of lodging the complaint, the customer will have the option to approach the Office of the concerned Banking Ombudsman for redressal of his grievance/s. All NBFCs have in place a Grievance Redressal Officer, whose name and contact details have to be mandatorily displayed in the premises of the NBFCs. The grievance can be taken up with the Grievance Redressal Officer. In case the complainant is not satisfied with the settlement of the complaint by the Grievance Redressal Officer of the NBFC, he/she may approach the nearest office of the Reserve Bank of India with the complaint. The details of the Office of the Reserve Bank has also to be mandatorily displayed in the premises of the NBFC.

**11. There are some companies like Multi-Level Marketing companies, Chit funds etc. Do they come under the purview of RBI?**

No, Multi-Level Marketing companies, Direct Selling Companies, Online Selling Companies don't fall under the purview of RBI. Activities of these companies fall under the regulatory/administrative domain of respective state government.

**12. Please tell us something about the companies which are NBFCs, but are exempted from registration?**

Housing Finance Companies, Merchant Banking Companies, Stock Exchanges, Companies engaged in the business of stock-broking/sub-broking, Venture Capital Fund Companies, Nidhi Companies, Insurance companies and Chit Fund Companies are NBFCs but they have been exempted from the requirement of registration under Section 45-IA of the RBI Act, 1934 subject to certain conditions. Housing Finance Companies are regulated by National Housing Bank(NHB), Merchant Banker/Venture Capital Fund Company/stock-exchanges/stock brokers/sub-brokers are regulated by Securities and Exchange Board of India (SEBI), and Insurance companies are regulated by Insurance Regulatory and Development Authority. Similarly, Chit Fund Companies are regulated by the respective State Governments and Nidhi Companies are regulated by Ministry of Corporate Affairs, Government of India.



### **13. What are the Do's for Consumers?**

1. Investor need to check that the NBFC ? has the specific authorization issued by RBI to accept Public Deposit. 2. The depositor should check and ensure the Deposit scheme offer is as stipulated by RBI- especially in context of its Period, Rate of interest etc. 3. The depositor needs to check the correctness on their Deposit Receipt- especially Name (s) of the Depositor(s), Date Of Deposit & its Maturity, Rate of interest offered, (with its compounding, if any), Amount in Words and Figures. Most important ? signatures of the Authorized Officials. 4. In the case of brokers/agents etc collecting public deposits on behalf of NBFCs, The identity / credentials of the agent must be verified. 5. The depositor should check the rating of NBFCs before they deposit with the said NBFC , as RBI does not accept any responsibility. Rating is mandatory. So, it must be ascertained. Please note , Only 5 rating agencies namely, CRISIL, CARE, ICRA and FITCH, Ratings India Pvt. Ltd and Brickwork Ratings India Pvt. Ltd are authorised. 6. Depositor need to do discrete inquiry about the financial soundness of the NBFC. 7. No investment needs to be made in NBFC having downgraded rating. 8 In case an NBFC defaults in repayment of deposit, The depositor should approach Company Law Board or Consumer Forum or file a civil suit in a court of law to recover the deposits. Please note, a depositor can approach any or all of the redressal authorities i.e consumer forum, court or CLB. 9. There is no Ombudsman for hearing complaints against NBFCs, however , in respect of credit card operations of an NBFC, The consumer should approach Banking Ombudsman, if a complainant does not get satisfactory response from the NBFC within a maximum period of thirty (30) days from the date of lodging the complaint. 10 . In case of Overdue Deposits of NBFC, The Depositor must claim the interest as on Date of Maturity of his Deposit with NBFC, otherwise the overdue Interest will be paid only from the date of claim. 11. Customers should note the Name, Address of the Grievance Redressal Officer and controlling Office of the Reserve Bank of India. It must be made available in the premises of the NBFC .

### **14. What are the Don'ts for Consumers?**

1. Do not get lured by any gift or incentives, along with the interest on deposits. 2. NBFCs cannot accept deposits from NRI, so NRI Consumers need not invest in NBFC afresh. 3. Do not over commit on any repayment.

### **15. What is an NBFC?**

Non-Banking Financial Company offers financial assistance to consumers. It is a Company registered under the Companies Act, 1956.

### **16. How are NBFCs different from banks?**

- NBFCs cannot accept demand deposits
- NBFCs cannot issue cheques to its customers as they do not form a part of the payment and settlement system.
- They cannot issue demand drafts

### **17. Is it necessary that every NBFC should be registered with RBI?**

No. Few categories of NBFCs which are regulated by other regulators are exempted from the requirement of registration with RBI.

- Stock broking companies registered with SEBI
- Insurance Company holding a valid Certificate of Registration issued by IRDAI
- Chit Fund companies as defined in clause (b) of Section 2 of the Chit Funds Act, 1982, and regulated by Respective State
- Venture Capital Fund – Securities Exchange Board of India
- Housing Finance Companies regulated by National Housing Bank.

### **18. What are the different types/categories of NBFCs registered with RBI in the consumer purview?**

NBFCs are categorized in terms of:-

- the type of liabilities into Deposit and Non-Deposit accepting NBFCs
- non-deposit taking NBFCs by their size into systemically important and other non-deposit holding companies (NBFC-NDSI and NBFC-ND) and
- by the kind of activity they conduct.

Within this broad categorization the different types of NBFCs are as follows

- a) Asset Finance Company (AFC): An AFC is a company which is a financial institution for doing its principal business like financing of physical assets supporting productive/economic activity, such as automobiles, tractors and consumer products.
- b) Investment Company (IC): IC means any company which is a financial institution carrying on as its principal business the attainment of securities,
- c) Loan Company (LC): LC means any company which is a financial institution carrying on as its principal business the providing of finance whether by making loans or advances or otherwise for any activity other than its own but does not include an Asset Finance Company.
- d) Infrastructure Finance Company (IFC): IFC is a non-banking finance company a) which deploys at least 75 percent of its total assets in infrastructure loans, b) has a minimum Net Owned Funds of 300 Crore,) has a minimum credit rating of 'A 'or equivalent d) and a CRAR of 15%.

## **19. How consumers can lodge grievances for NBFC's registered with RBI?**

Tier-1- Consumers can send their written grievance to the company Head office or lodge online grievance on company portal.

Tier-2- If consumer does not receive any response after 30 days of registering the grievance or not satisfied with company response. Consumers can lodge grievance on the online grievance handling portal of RBI.

<https://cms.rbi.org.in/cms/IndexPage.aspx?aspxerrorpath=/cms/cms/indexpage.aspx>

Tier-3- Consumers if not satisfied with company response or expecting compensation can approach Consumer Commission following the procedure prescribed by them.

## **20. How can a consumer lodge grievances for Housing Finance companies?**

Tier-1- Consumers can send their written grievance to the company Head office or lodge online grievance on company portal.

Tier-2- If consumer does not receive any response after 30 days of registering the grievance or not satisfied with company response. Consumers can lodge grievance on the online grievance handling portal of NHB.

[https://grids.nhbonline.org.in/\(S\(gidicvnqia5ovrbqwzaeyfiz\)\)/Complainant/Updated-ComplainantCheckScreen.aspx](https://grids.nhbonline.org.in/(S(gidicvnqia5ovrbqwzaeyfiz))/Complainant/Updated-ComplainantCheckScreen.aspx)

Tier-3- Consumers if not satisfied with company response or expecting compensation (Not for Subsidy grievances) can approach Consumer Commission following the procedure prescribed by them.

## **21. Are grievances of issue and transfer of securities and non-payment of dividend of Stock Broking Companies covered under CPA?**

Grievances related to issue and transfer of securities and non-payment of dividend with listed companies is not a Consumer issue.

## **22. What is the grievance Redressal of stock broking grievances?**

Tier-1- Complainants can send written grievance to the company Head office or lodge online grievance on company portal.

Tier-2- If consumer does not receive any response after 30 days of registering the grievance or not satisfied with company response. Consumers can lodge grievance on the online grievance handling portal of SEBI on the portal:- <https://scores.gov.in/scores/Welcome.html>

## **23. How can a consumer find the address of the State Company Law Board?**

Company Law board offices are available on the following link of RBI.

[https://www.rbi.org.in/Scripts/bs\\_viewcontent.aspx?Id=3468](https://www.rbi.org.in/Scripts/bs_viewcontent.aspx?Id=3468)

## **24. If a NBFC company all services are closed and non-traceable then how can a complainant register his grievance?**

Complainant can register his grievance with Police if all the services and offices are closed.

**25. Is there any Ombudsman for an NBFC?**

Yes, there is a NBFC Ombudsman. The NBFC Ombudsman is a senior official appointed by the Reserve Bank of India to redress customer complaints against NBFCs for deficiency in certain services covered under the grounds of complaint specified under Clause 8 of the Scheme. Four NBFC Ombudsman have been appointed with their offices located at Chennai, Kolkata, New Delhi and Mumbai.

**26. How can a complaint be filed with NBFC Ombudsman?**

Consumer can file a complaint with the NBFC Ombudsman by writing on a plain paper and sending it to the concerned office of the NBFC Ombudsman by post/fax/hand delivery or sending by email to the NBFC Ombudsman.

A complaint form along with the scheme is also available on RBI's website, though, it is not mandatory to use this format. For more information please visit [https://www.rbi.org.in/Scripts/bs\\_viewcontent.aspx?Id=3468](https://www.rbi.org.in/Scripts/bs_viewcontent.aspx?Id=3468)

**27. Is there any further recourse available if one rejects the NBFC Ombudsman's decision?**

Yes, the Scheme provides the appellate mechanism for the complainant as well as the NBFC.

**28. Is there any time limit for filing an appeal?**

One can file appeal against the award or the decision of the NBFC Ombudsman rejecting the complaint, within 30 days of the date of receipt of communication of Award or rejection of the complaint. The Appellate Authority may, if he/ she is satisfied that the applicant had sufficient cause for not making an application for appeal within time, also allow a further period not exceeding 30 days.

**NEFT (Immediate Payment Service) FAQs****1. What is NEFT?**

Ans: National Electronic Funds Transfer (NEFT) is a nation-wide payment system facilitating one-to-one funds transfer. Under this Scheme, individuals, firms and corporates can

electronically transfer funds from any bank branch to any individual, firm or corporate having an account with any other bank branch in the country participating in the Scheme.

**2. Are all bank branches in the country part of the NEFT funds transfer network?**

Ans: For being part of the NEFT funds transfer network, a bank branch has to be NEFT- enabled. The list of bank-wise branches which are participating in NEFT is provided in the website of Reserve Bank of India at <http://www.rbi.org.in/scripts/neft.aspx>

**3. Is there any limit on the amount that could be transferred using NEFT?**

Ans: No. There is no limit – either minimum or maximum – on the amount of funds that could be transferred using NEFT.

**4. What are the operating hours of NEFT?**

Ans: Settlement of fund transfer requests in NEFT system is done on half-hourly basis. There are twenty three half-hourly settlement batches run from 8 am to 7 pm on all working days of week (Except 2nd and 4th Saturday of the month).

**5. What is IFSC?**

Ans : IFSC or Indian Financial System Code is an alpha-numeric code that uniquely identifies a bank-branch participating in the NEFT system. This is an 11 digit code and it is used by the NEFT system to identify the originating / destination banks / branches and also to route the messages appropriately to the concerned banks / branches.

**6. How can the IFSC of a bank-branch be found?**

Ans: Bank-wise list of IFSCs is available with all the bank-branches participating in NEFT. List of bank-wise branches participating in NEFT and their IFSCs is available on the website of Reserve Bank of India. All the banks have also been advised to print the IFSC of the branch on cheques issued to their customers.

**7. What are the processing or service charges for NEFT transactions?**

Ans: The structure of charges that can be levied on the customer for NEFT is given at the RBI website. Please visit <https://www.rbi.org.in/Scripts/FAQView.aspx?Id=60> for more details

**8. When can the beneficiary expect to get the credit to his bank account?**

Ans: The beneficiary can expect to get credit for the NEFT transactions within two business hours from the batch in which the transaction was settled.

**9. Who should be contacted in case of non-credit or delay in credit to the beneficiary account?**

Ans: In case of non-credit or delay in credit to the beneficiary account, the NEFT Customer Facilitation Centre (CFC) of the respective bank can be contacted (the remitter can contact his bank's CFC; the beneficiary may contact the CFC of his bank). Details of NEFT Customer Facilitation Centres of banks are available on the websites of the respective banks. The details are also available on the website of Reserve Bank of India.

**10. What are the other transactions that could be initiated using NEFT?**

Ans: Besides personal funds transfer, the NEFT system can also be used for a variety of transaction including payment of credit card dues to the card issuing banks, payment of loan EMI etc. In such cases, the IFSC and account number specified by card issuing bank or loan disbursing bank needs to be provided by the remitting customer.

**11. Can a transaction be originated to draw (receive) funds from another account?**

Ans: No. NEFT is a credit-push system i.e., transactions can be originated by the payer / remitter/sender only to pay/ transfer / remit funds to a beneficiary.

**12. Would the remitter receive an acknowledgement once the funds are transferred to the account of the beneficiary?**

Ans: Yes. In case of successful credit to the beneficiary's account, the bank which had originated the transaction is expected to send a confirmation to the originating customer (through SMS or e-mail) advising of the credit as also mentioning the date and time of credit. For the purpose,

remitters need to provide their mobile number / e-mail-id to the branch at the time of originating the transaction.

### **13. What are the pre-requisites for originating a NEFT transaction?**

Ans: Following are the pre-requisites for putting through a funds transfer transaction using NEFT –

- Originating and destination bank branches should be part of the NEFT network
- Beneficiary details such as beneficiary name, account number and account type, name and IFSC of the beneficiary bank branch should be available with the remitter
- Customers should exercise due care in providing the account number of the beneficiary, as, in the course of processing NEFT transactions, the credit will be given to the customer's account solely based on account number provided in the NEFT remittance instruction / message.

### **14. What are the benefits of using NEFT?**

Ans: NEFT offers many advantages over the other modes of funds transfer:

- The remitter need not send the physical cheque or Demand Draft to the beneficiary.
- The beneficiary need not visit his / her bank for depositing the paper instruments.
- The beneficiary need not be apprehensive of loss / theft of physical instruments or the likelihood of fraudulent encashment thereof.
- Cost effective.
- Credit confirmation of the remittances sent by SMS or email.
- Remitter can initiate the remittances from his home / place of work using the internet banking also.
- Near real time transfer of the funds to the beneficiary account in a secure manner.

### **Real Time Gross Settlements FAQs**

#### **1. What is RTGS System?**



The acronym 'RTGS' stands for Real Time Gross Settlement, which can be defined as the continuous (real-time) settlement of funds transfers individually on an order by order basis (without netting). 'Real Time' means the processing of instructions at the time they are received rather than at some later time; 'Gross Settlement' means the settlement of funds transfer instructions occurs individually (on an instruction by instruction basis). Considering that the funds settlement takes place in the books of the Reserve Bank of India, the payments are final and irrevocable.

## **2. How RTGS is different from National Electronics Funds Transfer System (NEFT)?**

NEFT is an electronic fund transfer system that operates on a Deferred Net Settlement (DNS) basis which settles transactions in batches. In DNS, the settlement takes place with all transactions received till the particular cut-off time. These transactions are netted (payable and receivables) in NEFT whereas in RTGS the transactions are settled individually. For example, currently, NEFT operates in hourly batches. [There are twelve settlements from 8 am to 7 pm on week days and six settlements from 8 am to 1 pm on Saturdays.] Any transaction initiated after a designated settlement time would have to wait till the next designated settlement time. Contrary to this, in the RTGS transactions are processed continuously throughout the RTGS business hours.

## **3. Is there any minimum / maximum amount stipulation for RTGS transactions?**

The RTGS system is primarily meant for large value transactions. The minimum amount to be remitted through RTGS is ₹2 lakh. There is no upper ceiling for RTGS transactions.

## **4. What is the time taken for effecting funds transfer from one account to another under RTGS?**

Under normal circumstances the beneficiary branches are expected to receive the funds in real time as soon as funds are transferred by the remitting bank. The beneficiary bank has to credit the beneficiary's account within 30 minutes of receiving the funds transfer message.

## **5. Would the remitting customer receive an acknowledgement of money credited to the beneficiary's account?**

The remitting bank receives a message from the Reserve Bank that money has been credited to the receiving bank. Based on this the remitting bank can advise the remitting customer through SMS that money has been credited to the receiving bank.

**6. Would the remitting customer get back the money if it is not credited to the beneficiary's account? When?**

Yes. Funds, received by a RTGS member for the credit to a beneficiary customer's account, will be returned to the originating RTGS member within one hour of the receipt of the payment at the PI of the recipient bank or before the end of the RTGS Business day, whichever is earlier, if it is not possible to credit the funds to the beneficiary customer's account for any reason e.g. account does not exist, account frozen, etc. Once the money is received back by the remitting bank, the original debit entry in the customer's account is reversed.

**7. What about Processing Charges / Service Charges for RTGS transactions?**

With a view to rationalize the service charges levied by banks for offering funds transfer through RTGS system, a broad framework has been mandated by RBI. Please refer to the RBI site for details pertaining to service charges for RTGS Transactions.

**8. What is the essential information that the remitting customer would have to furnish to a bank for the remittance to be effected?**

The remitting customer has to furnish the following information to a bank for initiating a RTGS remittance:

- Amount to be remitted
- Remitting customer's account number which is to be debited
- Name of the beneficiary bank and branch
- The IFSC Number of the receiving branch
- Name of the beneficiary customer
- Account number of the beneficiary customer
- Sender to receiver information, if any

**9. How would one know the IFSC number of the receiving branch?**

The beneficiary customer can obtain the IFSC code from his bank branch. The IFSC code is also available on the cheque leaf. The list of IFSCs is also available on the RBI website. This code number and bank branch details can be communicated by the beneficiary to the remitting customer.

**10. Do all bank branches in India provide RTGS service?**

No. All the bank branches in India are not RTGS enabled. Presently, there are more than 100,000 RTGS enabled bank branches. The list of such branches is available on the RBI website.

*RuPay FAQs*

**1. What is CVD (Card Validation Data)?**

It's a three digit number printed on the back of the card same as CVV as referred to by other international schemes.

**2. What to do if my phone number is not registered with the bank?**

Please get in touch with your bank for registering your mobile number. Do not forget to update the same every time you change your number.

**3. How long is the OTP valid?**

The validity of the OTP is decided by the card issuing bank and varies for different banks.

**4. What to do if I am not receiving my OTP?**

Request you to wait as delivery of OTP depends on signal strength of your telecom carrier in your current location. Alternatively, if you still do not receive OTP after considerable amount of time, please click on “Resend OTP” button. If you continue to face problems with the receipt of OTP (delayed/ non-receipt) please report the same to your bank immediately.

**5. How many Point of Sale (PoS) terminals are enabled for RuPay card acceptance across India?**

As per recently published data from RBI for the month of April '2017, there are total 2,614,584 PoS terminals on which RuPay card acceptance is enabled. This constitutes to more than 97% PoS terminals installed in India.

**6. How many banks are enabled for RuPay card acceptance in India?**

39 PoS Acquiring Banks are enabled for RuPay Card acceptance.

**7. What is ON-US transaction?**

An intra-bank (ON-US) transaction is where the cardholder is of the same Bank of which the merchant belongs. This way using same bank PoS transaction are initiated and later the same Bank authorizes the transaction upon cardholder validations.

**8. What is OFF-US transaction?**

An inter-bank (OFF-US) transaction is where the cardholder is of different Banks than the merchant's Bank. In this case, inter-bank funds settlement is done using NPCI's clearing & settlement systems.

**9. Who is an acquirer Bank?**

The Bank which has acquired the transaction or the Bank whose Point of Sale (PoS) terminal has been used is the acquirer Bank.

**10. Who is an issuer Bank?**

Issuer is the Bank in which the cardholder has his/her account and holds RuPay card issued by the Bank.

*Shares and Brokerage FAQs*

**1. What are the kind of Grievances noted in Shares and Brokerage?**

The Various Types of Investors? Grievances observed by SEBI in connection of Shares are as follows:

1. Delay in transfer of shares

2. Non-receipt of shares/dividends/rights/bonus shares
3. Delay/ Non-receipts in issue of duplicate shares
4. Delay/ Non-receipt of annual reports
5. Delay/ Non-receipt of redemption amount of debentures
6. Delay/ Non-receipt of interest on debentures
7. Delay/ Non-credit of shares in the account by the broker
8. Delay/ Non-payment of sale proceeds by the broker etc.
9. Manipulation in the accounts statements
10. Unauthorized trades and unauthorized movements of shares and funds from the clients? accounts.
11. Dabba Trading/ churning etc. in clients? accounts
12. Delay/ Non-updating the changed detail of Investors.

The market regulator has initiated a centralized online system for lodging and tracking complaints. Here's how to redress your grievances.

## **2. Where to complaint?**

For registering a complaint, access [<http://scores.gov.in>](<http://scores.gov.in>) and click on the 'complaint registration' tab under 'Investor Corner'.

## **3. What Supporting documents need to be submitted?**

Supporting documents up to 1 MB can be attached in the PDF format. In case the data to be loaded for each category is more than 1 MB, it can be sent by post to any of the SEBI offices.

## **4. Do you get any Registration number?**

On filing the complaint, a unique registration number will be generated, which can be used for future correspondence. An e-mail acknowledging the complaint with the complaint registration number will also be sent to the e-mail ID entered in the complaint registration form.

Sending a reminder: If you want to send a reminder for the lodged complaint, click on 'Send Reminder' under 'Investor Corner' on the home page. Provide details like registration number, reminder details and the security code.

### **5. If you are not satisfied with the response?**

You can file a fresh complaint, send a mail to the officer entrusted with the complaint, take up the complaint with senior officers, or initiate legal proceedings against the entity.

### **6. What is SCORES?**

It stands for SEBI Complaints Redress System.

### **7. How is the complaint processed?**

The complaint is scrutinized by SEBI to see if the subject falls under its purview. If it does, SEBI forwards it to the concerned entity with advice to send a written reply to the investor and file an action-taken report within 30 days.

Track the status of your complaint: To check your complaint status, click on 'View Complaint Status' under 'Investor Corner' on the home page.

- STEP 1: Provide the complaint registration number which was allotted at the time of registration.
- STEP 2: Enter your password:
  - In case of online complaints, your e-mail address is your password.
  - In case of physical complaints sent to SEBI, enter the password sent to you by SEBI in the acknowledgment letter.
- RESULTS: On verifying the correctness of the registration number, password, and security code, the current status of your complaint is displayed.

### **8. When are complaints not taken up by SEBI?**

Your complaint may not be taken up if:

- It is incomplete or not specific.
- The allegation is not supported by documents.
- You are simply offering suggestions or seeking guidance/explanation.
- You want to seek an explanation for non-trading or illiquidity of shares.
- You are not satisfied with the trading price of shares.
- It is about non-listing of shares of a private offer.
- It concerns disputes arising from a private agreement with companies/intermediaries.

## **9. How complaints can be informed to SEBI?**

- A complaint that has been taken up with the company concerned can be registered on SCORES if the investor is not satisfied with the response.
- Unlisted companies and entities not registered with SEBI are not covered by SCORES.
- An investor, who is not familiar with SCORES or has no access to the website, can lodge a complaint in the physical form by mail to any SEBI office. Such complaints are scanned and uploaded in SCORES for processing.

You can also call up SEBI's toll-free helpline service number for guidance...

1800 266 7575 or 1800 22 7575 (The service is available in 14 languages)

For more information please visit [<http://www.sebi.gov.in>](<http://www.sebi.gov.in>)

## **USSD99 FAQs**

### **1. What are the various services available under 99#?**

Services available are as follows:

- Send Money – Using this option, customer can send money to any customer using various options provided.
- Request Money – Using this option, customer can collect money by entering UPI ID or Mobile No. of a UPI registered customer.
- Check Balance – Using this option, customer can check his/her account balance.
- My Profile – Using this option, customer can perform transactions such as knowing his/her UPI details, changing language, managing UPI ID's and beneficiaries.
- Pending Transaction – Using this option, customer can check pending UPI requests (if any).
- Transaction – Using this option, customer can know about the last 5 transactions performed on UPI.
- UPI PIN – Using this option, customer can set/change his/her UPI PIN.

**2. Does the customer need to register his/her mobile number to avail 99# service?**

Yes, Customer should have mobile number with his/her bank system for using \*99#.

**3. How many Banks and TSPs are currently offering 99# service?**

The list of Banks and TSPs offering \*99# service is available under the link on NPCI website.

**4. What happens if my mobile phone is lost?**

In case of mobile loss, one needs to simply block his mobile number thus no transaction can be initiated from the same mobile number which is a part of device tracking and at the same time UPI Pin would be required for any transaction which is not to be shared with anyone.

**5. What are the timings for initiating and receiving funds using 99# service?**

Fund transfer request can be initiated 24/7 (round the clock) using the \*99# service including on holidays. Similarly, funds remitted using the 99# service can be received by the beneficiary 24/7 (round the clock).

**6. Whether 99# service is available both on GSM and CDMA handsets?**

The service works across all GSM service providers and handsets. The service is currently not available for CDMA phones.

**7. What kind of issues are faced by the customer in using 99# service?**

While doing transactions on \*99#, customers may face following issues:

- Handset Compatibility Issue
- Technical Error or Declined Request
- Wrong User Inputs

**8. What are new services on 99#?**

New \*99# is providing additional benefits to users in the following ways:

- Provides for a Collect functionality
- Generates default UPI ID(MobileNo@upi) to receive funds
- Can transfer funds using Mobile No. or UPI ID



- Language selection and editing option
- Single code \*99# to send and receive money
- Saving beneficiary details for future use.

**9. Do I need Internet/App to use 99#?**

No, user just need to dial \*99# from any GSM phone.

**10. I do not have a smart phone but old simple phone, Can I still use 99# ?**

Yes this service can be availed on any type of phone.

**11. Are there any charges for 99# service?**

Yes. TSPs charge the customer for using \*99# service. Please contact your Telecom Service Provider to know the exact charges for using \*99# service. However, TRAI (Telecom Regulatory Authority of India) has set a maximum ceiling of Rs. 0.50 / transaction for using the \*99# service.

**12. What if my account is debited but the transaction does not go through?**

\*99# works on UPI which provides real time reversals for technical declines and amount would be transferred back to the payer account immediately.

**13. Where do I register a complaint with reference to the 99# transaction?**

You can also raise your grievance related to \*99# on BHIM APP or on your issuing bank. You can also check status of your BHIM or \*99# transactions on \*99#.

**14. What is the limit of fund transfer using \*99#?**

At present, the upper limit on \*99# is Rs. 5000 per transaction.

**15. What happens if I forget my pin?**

In case someone forgets the UPI Pin, he/she needs to re-generate new PIN from \*99# / BHIM / Bank's UPI APP.

**16. Will I be able to use \*99# across all Telecom Service Providers?**

Yes, \*99# is available on all telecom service providers.

**17. In case my mobile is used by another person, will there be any security breach?**

In any transaction through \*99#, UPI Pin would be required which needs to be fed through the mobile at the time of any transaction making it safe and secured.

Bharat QR FAQs

**1. What is Bharat QR?**

Bharat QR is P2M (Person to Merchant) Mobile payment solution. This solution is mutually derived among NPCI, Visa and Mastercard payment networks. Once the BQR codes are deployed on Merchant locations, user can pay the utility bills using BQR enabled mobile banking apps without sharing any user credentials to the merchant. It is a quick method of payment.

**2. How Bharat QR works?**

Bharat QR works as an alternate channel of payment, where cardholder/smartphone owner has to download his/her bank's mobile banking app. User has to scan the Bharat QR code at Merchant store and select card or BHIM UPI to make payment. Once the payment is successful, both customer and merchant receive notification in mobile application for successful transaction.

**3. How is Bharat QR code different from other QR code in market?**

Unlike other QR Codes, Bharat QR code has lots of additional data elements like merchant name, address, Merchant Bank information, etc... Bharat QR code is much more widely acceptable and secure than other QR codes. Users can pay using any card scheme such as - RuPay, Visa, MasterCard and Amex and through BHIM UPI.

**4. What customer shall do if the transaction is failed?**

The customer needs to follow below steps: a. Customer has to click on the 'transaction history' tab given in the app. b. Record the failed transaction details. c. Report to issuing bank with the failed transaction details or user can also raise complaint in app.

**5. What happens if the customer's account has been debited and merchant has not received the payment?**

In case the customer's account is debited but the merchant has not received the Payment, the money will be automatically refunded back into cardholder's account. Sometimes this takes

longer than intended time. In case if customer has not received the refund within 24 hours, customer should contact customer support of the bank. Cardholder can also raise a chargeback through proper channel as prescribed by the respective banks.

## **BHIM (Bharat Interface for Money) FAQs**

### **1. What is BHIM?**

BHIM is a UPI based payment interface which allows real time fund transfer using a single identity like your mobile number or name.

### **2. What can I do with BHIM?**

- You can send & collect money to any person on UPI
- You can pay your Bill directly from BHIM (Electricity, Gas, Water, DTH and Telecom, Mobile postpaid and landline)
- You can scan a QR to make quick payments
- You can check your transaction history on UPI
- You can send money to Account and IFS code

### **3. How & Where do I pay with BHIM?**

- Pay to your friends or relatives directly through their UPI ID.
- While shopping online, click on the “ Pay by UPI/BHIM” option
- Scan UPI QR/BHIM QR at merchant outlets.
- Pay bills on the go with the bill pay feature on the app

### **4. Is BHIM a wallet?**

BHIM is not a wallet. It is a payments application which allows users to make instant bank transfers.

### **5. What is UPI?**

The easiest way to think of UPI is that it is a payment method to transfer money between 2 parties. It is similar to NEFT or RTGS transfers in that way.

### **6. Is BHIM available for all handsets and Operating Systems?**

BHIM can be used currently on all handsets with iOS (version 8.1 & above) & Android OS (version 4.2 & above).

## **7. In how many languages is BHIM available?**

Currently it is available in 13 languages, i.e., Hindi, English, Tamil, Telugu, Malayalam, Bengali, Odia, Kannada, Punjabi, Assamese, Urdu, Marathi and Gujarati.

## **8. What is VPA?**

A Virtual Payment Address (VPA) is a unique identifier which you can use to send and receive money on UPI. Think of it as an email ID which you can use to transfer money.

## **9. Can I use BHIM outside India?**

You can use BHIM outside India to send and collect money for your local accounts. Please note that NRI/NRE accounts cannot be used for the same.

## **10. What are the charges to use BHIM?**

NPCI does not charge any user for transacting on BHIM. Kindly get in touch with your bank to ask for their charges.

## **11. Does BHIM run without internet?**

Dial \*99# to avail features of BHIM without internet on any mobile phone.

## **12. How do I use BHIM if my bank is not live on UPI?**

BHIM is interconnected with every bank through the UPI ecosystem. Hence, you will not be able to link your account on BHIM application.

## **13. Who can use BHIM?**

Any user having a smartphone and bank account is eligible to use BHIM. That being said, you need your mobile number registered with the bank and a debit card linked to that account. You can download the app from playstore or appstore.

## **14. How does BHIM verify my mobile number and what is the process?**

After installing and running the app for the first time:

- Select Language
- App will ask permission to send SMS to verify.
- Successful attempt will take you to Home page
- If unsuccessful, after 45 seconds an OTP will be sent to you.
- If step 4 is unsuccessful, you will be prompted to dial a USSD code.

- Once NPCI recognizes your mobile number and handset, your registration is complete.

### **15. How do I create my UPI ID?**

On successful registration, a default ID i.e mobilenumber@upi will be created. You can add one more VPA by going in the profile section.

### **16. What is UPI ID?**

A UPI ID is a unique identifier which you can use to send and receive money on UPI. Think of it as an email ID which you can use to transfer money.

### **17. What if I get Device Binding Failed?**

Device binding failure occurs due to the following reasons:

- App is unable to send SMS
- Network connection is poor
- Phone time and actual time is different
- Telecom service provider is unable to send registration SMS to NPCI

### **18. What is UPI PIN?**

UPI PIN is a four or six digit number that is set by the customers on BHIM after the registration process. UPI PIN is used for authenticating all transactions done on UPI platform (BHIM or \*99# or UPI apps)

### **19. What happens after registration?**

Once your mobile is verified, you will have to select your bank account and set your UPI pin.

### **20. I cannot see my bank in the list. What now?**

Your bank is not registered with UPI, hence it is not on the list. Our team is working towards getting all banks on UPI.

### **21. I can see my bank, but I cannot see my Account number. What Now?**

Your bank does not permit your account type to be listed on UPI. Kindly try another account.

### **22. How do I set my UPI pin?**

After you select your bank account, you will be promoted to set your UPI pin for the first time. You need to input the last 6 digits of your debit card along with the expiry date.

If you are a SBI Maestro card user, you can enter the expiry date as 01/49.

**23. I have already set a pin on another app with a bank account. Can I use the same pin on BHIM?**

While setting the UPI pin there a SYNC option at the bottom of the transaction screen. If you click that, the pin you have set on the other app will be set on BHIM.

**24. I am unable to set my UPI pin. What now?**

Due to some technical reason, your UPI pin cannot be set. Kindly click here (page should redirect to Contact Us>>Issue with UPI pin) and provide details.

**25. What methods are available on BHIM for sending money?**

- VPA (Registered on UPI)
- Mobile No. (Registered on UPI)
- Aadhaar Number (Should be linked to a bank account)
- Account Number and IFS code

**26. While sending money via UPI ID, the account holder name and UPI ID are different. Are they the same person?**

When you enter a VPA and click on verify, the account holder's name (as mentioned in the bank's system) will be displayed. This is for you to cross check if the sender and the bank account to which you want to send money are the same. Incase they appear different, please reconfirm the VPA of the receiver. Money once sent through BHIM cannot be reversed.

**27. Is there a limit to the amount of money that can be sent using BHIM?**

A user can send upto Rs 10,000 per transaction and a maximum of Rs 20,000 per day for one bank account. This limit is available per bank account linked on BHIM.

**28. How do I switch the default VPA?**

The default VPA is mymobilen@upi. You can change by going to the "My profile" section and selecting among the available VPAs.

**29. How many VPAs can be added to BHIM?**

BHIM allows you to use two VPAs. First one is the default VPA (mobile number@upi). The second one, you can create on "My Profile" page.

**30. I have multiple accounts linked to the same mobile number. Which accounts can I use for sending/receiving money?**

The account which you have selected will be displayed on the top left with the bank's icon. That will be your default bank. You can change the bank account by going to "Bank Accounts" and clicking on the three dots menu option to change the bank.

**31. I have two bank accounts. Using one of them, I have registered on BHIM. How can I send money from this account to the other?**

Let's say you have two accounts i.e SBI and ICICI. You want to transfer money from SBI to ICICI. You will select SBI as your default account linked to your VPA. To transfer money, click on send and then select the option to transfer money via Account Number + IFSC. Insert the details of your ICICI account and you will be able to transact.

**32. What is required for paying by using Aadhaar number?**

The Aadhaar number should be linked to his Beneficiary's account number and the bank should be enabled on UPI.

**33. If a person has Aadhaar number linked to multiple accounts, which account will the money get credited if I perform this transaction?**

If someone links their Aadhaar number in two bank accounts and in the event you send them money via BHIM, the money gets credited to the account where the Aadhaar number was linked the latest (chronological order).

**34. Can I save the beneficiary details for later transactions?**

Yes, you can save details. While sending money to a particular receiver you have to click on the option "Save for Future".

**35. How to use Scan & Pay feature for sending money?**

Scan & pay option is present in the Home page where you can click and the QR scanner opens up. Using this you can scan the QR code of the receiver and send him money.

You can also use scan and pay on your passcode screen.

You can also upload a QR saved on your phone as an image.

**36. How do I generate my QR code?**

Once you register on BHIM, a QR code and default VPA is created. You can check these details on the “My Profile” section of BHIM.

### **37. What is Request?**

On BHIM, you can initiate a collect transaction for asking money from someone. You have to enter the amount and UPI ID. The user who will receive the request can pay or decline the collect request by authenticating it with the UPI pin.

### **38. How do I check collect requests made to me?**

You can click on transactions menu and under the pending section, collect request made towards you will be displayed. You can approve or decline the same.

### **39. Is there a limit on the amount of money that can be received using BHIM per transaction?**

There is a limit of Rs 10,000 per collect request on BHIM.

### **40. Is there any limit on receiving money via BHIM?**

There is no limit to the amount of money you can receive via BHIM.

### **41. What is Split bill feature?**

Split bill allows you divide a bill between yourself and other users (BHIM and UPI). Let's say you and your friends have used a product/service amounting to Rs 1,000. Using split bill feature, you can enter the total amount and that will get automatically split between the users (after entering their VPA). A collect request will be initiated and the payers need to approve the collect transaction.

### **42. How to block unknown money requests?**

You can do so by clicking on spam for the request and also by clicking the particular sender so that he can no longer send unwanted requests.

### **43. Is there a time frame within which the money request has to be accepted?**

Pending transactions can be viewed in the transaction section of BHIM. The requests will be valid till the time the initiator has kept. If the request is not accepted within that set time, the request expires.

### **44. Which bills can I pay using BHIM bill pay?**



Bill payments can be made for the following categories: Electricity, Gas, Water, DTH and Telecom, Mobile post-paid and landline.

**45. Why can't I see the bill pay option with my bank account?**

BHIM bill pay is only available for banks which are enabled on Bharat Bill Pay. If your bank account is not live, you will not see the option for Bill Pay. Kindly switch to another bank account which is enabled on Bharat Bill Pay.

**46. Will I be charged for bill payments?**

No, there will be no charges for bill payment via BHIM Bill Pay.

**47. Can I check my Bill details before payment?**

Yes, you can check the amount before paying the bill. Please note that all billers will not display the amount due for bill payment.

**48. Is UPI PIN mandatory to pay any Bills?**

Yes. UPI PIN is mandatory for all the Bill Payments. This is as per security standards of BHIM.

**49. What are the steps for Bill Payment on BHIM?**

- Click on Bill Pay section of BHIM
- Selects the bill category
- Select the biller for which you want to make a payment (the biller will be saved automatically for future payments)
- Enter your biller ID (subscriber ID, customer ID, etc)
- The next screen will contain the bill details like amount. Not all billers will display the bill amount.
- If the bill is not displayed, a confirmation screen will be displayed, else it will not be displayed.
- Click on pay and enter your UPI pin to confirm the payment
- You will receive a confirmation for the bill payment.

**50. Do I get a confirmation for payment immediately?**

Yes. User will get online confirmation for Bill Payment. Please note user can also check the status of their transaction under Bill pay of Transaction section of BHIM.

**51. What is the maximum amount allowed for Bill Payment?**

Bill payments are subject to existing limit of BHIM i.e Rs 10,000/transaction & Rs 20,000/day per bank account.

**52. During Bill Payment transaction my Bank account got debited but the Bill payment is failure. When will I get my money back?**

As notified in BHIM your money will refunded in three working days.

**53. For any concern related to Bill Pay transaction whom can I contact?**

You can contact your bank in Call Bank option on BHIM, in the failed transaction.

**54. Can I save more than one biller for one particular category?**

Yes you can save multiple biller per category. You can also save multiple customer Identifier for same Biller.

**55. What is my beneficiaries?**

My Beneficiaries is a feature added which helps users to organize their payer contacts. It contains the list of payers to whom a transaction was initiated.

**56. Can I add my billers to my beneficiary?**

All bill payments will by default be added to “My beneficiaries”. If you wish to modify/change the details, please delete the beneficiary.

**57. How do I save a beneficiary?**

When performing a transaction, click the button “Save for future” to save the contact. You can view the same in your added beneficiary.

**58. How do I delete a saved contact from My Beneficiary?**

When you click on any contact in my beneficiary, it gets highlighted with two options i.e. “Send Money” and “Delete”. Click on delete to remove the beneficiary from the list.

**59. How do I unblock a user?**

Click on the three dots on the top right of the My Beneficiary page and go to blocked contacts. Click on the contact and select the option to unblock the same.

**60. Payment Reminders:**

- Add Custom payment reminders as per your convince.

- Phone bill, electricity bill or EMI, don't miss a single payment
- Click on the three dots on home page and click on payment reminders to set customized reminders

### **61. Multi Agent Collection**

- Designed for merchants who use agents/delivery staff for delivering goods to collect payments.
- Enable yourself as merchant under the "I am a Merchant" tab in the home menu screen.
- After declaring yourself as a merchant, a new option on the home screen "Merchant" will be available for use.
- Add agents by entering their UPI ID & mobile number.
- Generate a QR for that specific agent and share it with them.
- The agent can use that QR for collecting payments on behalf of the merchant.
- When a transaction is successful, the agent and the merchant will be notified via SMS for the same.
- Add up to 3 agents and get updated on collections by them.

### **62. Transaction Filter & Download**

- Filter transactions on the basis of transaction status, amount, date, UPI ID, etc
- Download transactions and sharing of file enabled.

### **63. Generate QR**

- Create custom QR with a specific amount for multiple use.

## **BHIM AADHAR FAQS**

### **1. What is BHIM Aadhaar?**

BHIM Aadhaar is the common mobile app published and managed by National Payments Corporation of India (NPCI) for any merchant associated with any acquiring bank on BHIM Aadhaar Pay service to allow the merchant to accept payment from a customer of any bank by authenticating the customer's biometrics (currently only fingerprints) directly from the customer's bank account and receive the sale proceeds instantaneously into the merchant's own bank account. To be able to effect the same, the merchant must have an Android mobile with the BHIM Aadhaar app and a certified biometric scanner attached with the mobile phone on the USB port, and both the merchant and the customer should have linked their Aadhaar numbers to their bank accounts respectively.

### **2. Is BHIM Aadhaar available for all handsets and Operating Systems?**

Currently, BHIM Aadhaar is only available on Android 4.4.2 (JellyBean) or above with a USB port and should work on all devices complying with OS specified. Please note that “rooted” phones are excluded, i.e., the app will not work on rooted phones.

**3. Can the transactions be done on a feature phone?**

No. Transactions can only be done on a smart phone OR in the case of bank custom BHIM Aadhaar app, on a device as specified by your acquiring bank with a certified biometric scanner attached.

**4. Who can use BHIM Aadhaar to make payments to participating merchants?**

Any resident of India holding a valid Aadhaar number and having an Aadhaar linked bank account may use BHIM Aadhaar for purchasing goods/services at merchant locations offering such services.

**5. Can the transactions be done with a debit/ credit card?**

No, these are Card Not Present transactions i.e., transactions can be performed without having any card. How? The customer would need to select bank name, provide his/her Aadhaar number, enter the amount, and provide his biometric data for initiating the transaction. If the biometric authentication is successful and there is sufficient balance then the transaction would go through successfully. Aadhaar number may be scanned from the Aadhaar Card if the customer is carrying the same. This will ease the entry of 12 digit Aadhaar number and avoid potential mistakes.

**6. Does the customer need to carry Aadhaar Card for transacting?**

Carrying Aadhaar card is not mandatory. But, linking Aadhaar Number with the Bank account is a pre-requisite.

**7. Does the customer specifically need to register to be able to transact through BHIM Aadhaar?**

Ideally No, but linking Aadhaar Number with Bank account is a pre-requisite. However, the registration process shall be as per the procedures laid down by the Issuer bank providing the service. Please check from the bank where you hold the Aadhaar linked bank account.

**8. What happens if a customer enters an incorrect Aadhaar Number or chooses a Bank where he doesn't have an account?**

If the customer enters an incorrect Aadhaar number/ selects an incorrect bank where he/she does not have an Aadhaar linked bank account, the transaction will decline with an appropriate response message. Further, as a customer may link his/her Aadhaar with multiple banks, the customer should select the correct bank, from where he wishes to make payment. In case, the

customer has more than one account with the selected bank then only the primary account will be debited, and the customer cannot make a selection of bank account at the time of the transaction.

**9. How will the customer know that the transaction has been completed successfully?**

The status of the transaction will be available on the merchant's mobile primarily. The customer will also receive an SMS from his/her Bank if registered for mobile alerts.

**10. How can the customer raise a dispute?**

The customer can raise a dispute/complaint with the bank they hold the account with. The bank will further raise it with the concerned bank via NPCI's Dispute Management System.

**11. How does BHIM Aadhaar verify my mobile number?**

Currently, while new merchant registration, this is basis an OTP verification sent out to the mobile number specified. This may change to app initiated outgoing encrypted SMS, which will happen in a transparent manner with no interaction with the user.

**12. I need to annul or cancel the last transaction completely. How do I do it?**

Cancelling a transaction is called Void transaction, currently, the same is not supported. It will be introduced soon. Till such time, the Merchant may use alternate channels to remit money to the customer electronically or pay equivalent cash.

**13. If a customer has multiple accounts linked to his Aadhaar number, which account will be debited for making the payment?**

Primary account associated with Aadhaar.

**14. I have other issues with the app. What should I do?**

Use the "Report Bug" link and write a short note without deleting additional report attached by the app.

**15. Whom should I contact if I have issues with accepting payments?**

Please get in touch with your acquiring bank helpdesk.

**BHIM Cashback Scheme for Merchants FAQs**

**1. What is the BHIM Cashback Scheme for Merchants?**

As part of this scheme, any merchant who is using BHIM or BHIM UPI App(s) of the bank to receive money or send collect request will receive cashback based on eligibility criteria. As part of this scheme, merchant can receive cashback as:

BHIM APP User: User who has declared himself/herself as 'I am a Merchant' on the BHIM App.

BHIM UPI User of Bank App(s): Any merchant on-boarded on BHIM UPI by the banks either on their own or through 3rd party and are receiving credit transactions from BHIM/BHIM UPI App as per the scheme criteria

## **2. Who is considered as a Merchant?**

For the purpose of the Merchant Cash back Scheme, a merchant would be defined as:

- o Any entity which is engaged in trading of goods and services and is receiving payment or sending collect request through BHIM App or BHIM UPI App(s) of the Banks.
- o Merchant using BHIM App, the merchant has to declare himself/herself as "I Am a Merchant" and have MCC "0000"
- o Merchant who has been acquired by the bank or any third party (on behalf of the Bank) on BHIM UPI App(s) of the bank with defined MCC code other than "0000"
- o All 3rd party Apps as well as large organized UPI merchants are eligible under the scheme\

## **3. What are the Criteria for Merchants to qualify for cashback?**

- BHIM App Merchant should have received a minimum of 10 successful credit transactions on BHIM App in a calendar month from BHIM/BHIM UPI valid users.
- BHIM UPI Merchant of Bank should have received a minimum of 5 successful credit transactions on BHIM UPI App of Bank in a calendar month from BHIM/BHIM UPI valid users.

## **4. What is the cashback that can be received as a Merchant on BHIM App?**

In a calendar month, for every credit transaction from 10th successful transaction on BHIM App (only minimum transaction value of equal to or more than ₹ 25 per transaction will be considered

as eligible transaction for the scheme), the merchant will receive cashback of 10% of transaction value with upper cap of ₹ 50 per transaction,

Following transactions are considered:

- ü Received credit or
- ü Sent collect request to/from valid UPI ID or
- ü Received credit by scanning QR code

Maximum Cashback that can be received by a merchant is ₹ 1000 per calendar month.

o Examples:

§ if you receive 100 successful credit transaction of value = ₹ 50 per transaction, Eligible cashback = ₹ 500 (₹ 5 (10% of transaction value ₹ 50) x 100 credit transactions)

§ if you receive 15 successful credit transaction of value = ₹ 600 per transaction, Eligible cashback to be received = ₹ 750 (₹ 50 (10% of transaction value with cap of ₹ 50 per transaction) x 15 credit transactions)

## **5. What is the cashback that can be received as a Merchant of BHIM UPI App(s) of Bank?**

In a calendar month, for every credit transaction from 5th successful transaction on BHIM UPI App(s) of the bank (only minimum transaction value of equal to or more than ₹ 25 per transaction will be considered as eligible transaction for the scheme), the merchant will receive cashback of 10% of transaction value with upper cap of ₹ 50 per transaction,

Following transactions are considered:

- ü Received credit or
- ü Sent collect request to/from valid UPI ID or
- ü Received credit by scanning QR code

Maximum Cashback that can be received by a merchant is ₹ 1000 per calendar month.

o Examples:

§ if you receive 100 successful credit transaction of value = ₹ 50 per transaction, Eligible cashback is ₹ 500 (₹ 5 (10% of transaction value ₹ 50) x 100 credit transactions)

§ if you receive 9 successful credit transaction of value = ₹ 600 per transaction, Eligible cashback to be received is ₹ 450 (₹ 50 (10% of transaction value with cap of ₹ 50 per transaction) x 9 credit transactions)

## BHIM Referral Bonus Scheme for Individuals FAQs

### **1) What is BHIM Scheme?**

The BHIM scheme is an initiative by Government of India to promote digital payments through BHIM, BHIM UPI Apps of Banks & \*99#.

The scheme is targeted at two distinct users groups and payment types:

- Customer/ individual Cashback Scheme
- Merchant Cashback Scheme

The scheme can be availed by BHIM/ BHIM UPI of banks who meet the eligibility criteria. Bank enabled UPI Apps who have not incorporated BHIM name in their App will not be considered as part of the scheme. The BHIM scheme is applicable for new & existing users in the ecosystem.

### **2) Referral Bonus Scheme for Individuals**

#### **a. What is the Referral Bonus Scheme for Individuals?**

As part of this scheme, any user who is using BHIM or BHIM UPI App(s) of the bank to send money or accept collect request will receive cashback based on eligibility criteria. As part of this scheme, you can receive cashback as:

- **Joining Cashback:** User will receive cashback for using BHIM App for the first time for doing first successful financial transaction (send or accept collect request) with any user of BHIM or BHIM UPI Apps of the bank. Joining cashback is applicable for the BHIM App users only and cashback will be received only once.
- **Cashback on Transactions:** As an existing user of BHIM or BHIM UPI Apps of the bank, one can also earn monthly cashback for doing successful financial transactions(send or accept collect request)



**b. Who is considered as a New User?**

- Any new user who downloads the BHIM app for the first time and does one successful financial transaction

Or

- Existing BHIM user who has already downloaded BHIM APP but has not done any successful financial transaction.

Or

- Existing BHIM user who is using BHIM APP only to receive money but has never done any successful pay (debit to his/her own account) transaction via BHIM App.

**c. Who is considered as an existing user?**

Any customer who is using BHIM or BHIM UPI App(s) of the banks for sending or receiving money or accepting/sending collect request or scanning QR code will be treated as existing user.

**d. Who can participate in the scheme?**

- BHIM App Users:

- o New Users (Anyone who downloads the BHIM App, links it to the bank account and does first successful financial transaction using BHIM app): On completing his/her first transaction as per eligibility criteria, the user will receive cashback.
- o Existing Users (Users who are already using BHIM App for making payments): They shall be entitled to receive cashback on the financial transaction(s) they do using BHIM App based on the eligibility criteria.

- BHIM UPI App Users of the Bank:

- o New and existing Users (Users who are the first time users of the BHIM UPI App(s) of the banks or are already using BHIM UPI App(s) of the bank for making payments). They shall be entitled to receive cashback on transactions they do using BHIM UPI App based on eligibility criteria.

**e. What is the cashback I can receive as New User of BHIM App?**

You will receive ₹ 51 cashback on completion of your first successful financial transaction of minimum amount  $\geq$  Re. 1 (send money or accept collect request) using your BHIM App. The cashback will be credited to the bank account of the user within 3 working days.

New users of BHIM UPI Apps of the banks are not eligible for receiving Joining Cashback as part of this scheme.

**f. What is the eligibility criteria to receive Joining Cashback under this scheme?**

- The minimum transaction value shall be equal to or more than to ₹ 1
- User should complete first financial transaction successfully i.e. send money or accept collect request with BHIM App only. Transaction done with any other BHIM UPI App(s) of the bank is not eligible for joining cashback.
- The joining cashback will be received only once.
- BHIM APP user can transfer money to any BHIM/BHIM UPI user of the Bank, through UPI id , Account number + IFSC or scan QR code or intent
- The transaction shall cover both P2P as well as P2M transaction
- Only valid approved transaction from BHIM app or \*99# will be considered for the scheme

**g. What is the cashback I can receive as Existing User of BHIM/BHIM UPI App(s) of the Bank?**

- As an existing user of BHIM/BHIM UPI App(s) of the Bank:

- o For maximum of 20 unique successful financial transactions per calendar month of value equal to or more than ₹ 100 per transaction, you will receive a cashback of ₹ 25 per transaction
- o Eg: if user has done 10 unique successful financial transactions of transaction value equal to or more than ₹ 100 per transaction, then the eligible cashback will be ₹ 250 (₹ 25 per transaction x 10 unique transactions)
- § if user has done 20 successful financial transaction of which 5 are unique and 15 are non-unique (money transferred to the same users) of transaction value equal to or more than ₹ 100 per transaction, then the eligible cashback will be ₹ 125 (₹ 25 per transaction x 5 unique transactions)
- § Maximum cashback which can be received by a user is ₹ 500 per calendar month (₹ 25 per transaction x 20 unique transactions)
- o If the minimum transaction value is  $\geq$  ₹ 10 per transaction, the user will receive cashback based on the below slab:

Number of transactions per month	Incentive to the BHIM user
$\geq 25$ but less than 50	₹100
$\geq 50$ but less than 100	₹200
$\geq 100$	₹250

- o Eg:

§ if user has done 35 successful financial transaction of which :

- 5 are unique transactions of transaction value equal to or more than ₹ 100 per transaction

- 30 are non-unique transactions of transaction value equal to or more than ₹ 10 per transaction, the eligible Cashback is ₹ 225 (₹ 25 per transaction x 5 unique transactions) + (₹ 100 based on the above table)

§ if user has done 35 successful financial transaction of which :

- 10 are unique transactions of transaction value equal to or more than ₹ 100 per transaction

- 25 are non-unique transactions of transaction value equal to or more than ₹ 10 per transaction, then the eligible Cashback is ₹ 350 (₹ 25 per transaction x 10 unique transactions) + (₹ 100 based on the above table)

- 

§ Maximum eligible cashback is ₹ 750 per user per calendar month (₹ 25 per transaction x 20 unique transactions) + (₹ 250 based on the above table)

**h. What is the eligibility criteria to receive Cashback on transactions with BHIM / BHIM UPI App(s) of the Bank under this scheme?**

- The scheme is applicable to both BHIM as well as BHIM UPI users of the Bank

- For cashback on unique transactions: The minimum transaction value should be equal to or more than ₹ 100. A maximum of 20 unique successful financial transactions will be eligible for the cashback every month.

- For cashback on total transactions: The minimum transaction value should be equal to or more than ₹ 10, slab-wise number of transactions which will be eligible per month are:

- o  $\geq 25$  transactions but less than 50 transactions

- o  $\geq 50$  transactions but less than 100 transactions

- o  $\geq 100$  transactions

- The cashback will be paid on monthly basis

- The user can transfer money to any BHIM/BHIM UPI user of the Bank, through UPI id , Account number + IFSC or scan QR code or intent
- Only valid approved transactions from BHIM app and BHIM UPI App(s) of the banks or \*99# will be considered for the scheme

**i. How will I know if my transaction is successful?**

For every financial transaction, user can see the transaction status instantly on the app screen. If the transaction is delayed or pending, the final status will be posted on the transaction history page of BHIM/BHIM UPI Apps of the Bank.

**IMPS FAQs**

**1. What is IMPS?**

IMPS is an innovative real time payment service that is available round the clock. This service is offered by National Payments Corporation of India (NPCI) that empowers customers to transfer money instantly through banks and RBI authorized Prepaid Payment Instrument Issuers (PPI) across India.

**2. What are the benefits of IMPS?**

- Instant
- Available 24 x7 (functional even on holidays)
- Safe and secure, easily accessible and cost effective
- Channel Independent can be initiated from Mobile/ Internet / ATM channels
- Debit & Credit Confirmation by SMS

**3. What are the services available under IMPS?**

- Funds Transfer and Remittances

1. Sending Money
2. Receiving Money

Query Service on Aadhaar Mapper (QSAM)

QSAM (Query Service on Aadhaar Mapper) – This service helps user in knowing their Aadhaar Seeding status with their bank account.

- This service can be availed by dialling \*99\*99#
- User will know whether his/her AADHAAR number is seeded/linked to any bank account number or not
- If yes, then with which bank and when it was last updated

#### **4. How do I transfer funds using IMPS?**

The following channels may be used to initiate IMPS transactions.

- Mobile phones
- Smartphone- Bank App/ SMS / WAP/USSD (NUUP)
- Basic phone-SMS/USSD (NUUP)
- Internet- Bank's Internet banking facility
- ATM-By Using ATM Card at Banks ATM

The sender enters receivers details like:

- MMID & Mobile no. or Account number & IFS Code or Aadhaar number
- Amount to be transferred
- Remarks/Payment Reference number
- Sender's M-PIN

Both sender & receiver get SMS confirmation.

#### **5. Does the customer need to register to remit the funds through IMPS?**

For using IMPS on mobile phones, a customer will have to register for mobile banking with his/her individual bank. However, for initiating IMPS using Bank branch, Internet banking and ATM channels, no prior Mobile banking registration is required.

#### **6. Does the customer need to have a bank account for availing IMPS?**

Both banked as well as un-banked customer can avail IMPS. However, unbanked customer can initiate IMPS transaction using the services of Pre-Paid Payments instrument issuer (PPI).

#### **7. Can a customer link more than one account to the same mobile number?**

Yes, customer can link more than one account to the same mobile number. However each A/C no. will have different MMID.

## **8. What is MMID? How do I get this Issued?**

Mobile Money Identifier is a 7 digit number, issued by banks. MMID is one of the input which when clubbed with mobile number facilitates fund transfer. Combination of Mobile no. & MMID is uniquely linked with an Account number and helps in identifying the beneficiary details. Different MMID's can be linked to same Mobile Number. (Please contact your bank for getting the MMID issued)

## **9. What are the options available for a customer for doing IMPS transaction?**

- Using Beneficiary Mobile no. and MMID
- Using Beneficiary Account no. and IFS Code
- Using Beneficiary Aadhaar Number

## **10. Who all are offering IMPS?**

Banks and non-bank entities (RBI authorized PPI's) are offering IMPS to the customers across India. List of member banks and PPIs providing the IMPS services is available on <http://www.npci.org.in/bankmember.aspx>

## **11. Is the facility of Stop payments is available on IMPS?**

No, IMPS is an immediate fund transfer service, after initiating the payment request payment cannot be stopped or cancelled.

## **12. If I change my Mobile no., do I again need to register for Mobile Banking?**

Yes, customer needs to update their new mobile number with their banks.

## **13. If I change my Telecom service provider, do I need to register again?**

No need for re-registration if there is no change in mobile no., Registration is only requested if there is a change in mobile number only.

## **14. What are the timings for initiating and receiving IMPS remittances?**

IMPS transactions can be sent and received 24X7, (round the clock), including on holidays.

## **15. Where do I register a complaint with reference to the IMPS transaction?**

Customer can log IMPS complaint with their respective banks.

**16. What are the charges for the customer for sending and receiving remittances using IMPS?**

The charges for remittance through IMPS are decided by the individual member banks and PPIs. Please check with your bank or PPI.