

NPCI/2019-20/NACH/Circular no. 011

August 13, 2019

To

All NACH Member banks

Automation of session monitoring activities

NPCI is in the process of automation of session monitoring activities. The member banks currently participating in NACH will be receiving alerts on the email IDs registered with NPCI at periodical intervals, for those activities where an action is required to be taken at bank end. The list of activities which will be configured for the alerts are:

- Files pending for approval
- Initial rejection of files
- Pending response for same day and extended transactions
- Mandates pending beyond TAT
- PMSYM, PMKMDY, PMLVMY mandates pending beyond TAT
- AV, OAC and AV-CBDT. AV-PMSYM/PMKMDY/PMLVMY pending beyond TAT

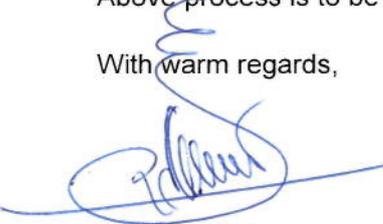
Above list is not exhaustive and additional process will be included as may be required. The alerts will be generated through email ID ach.alerts@npci.org.in, member banks to ensure to whitelist the email ID so that mail from this id is received in inbox instead of spam. Manual follow up by NPCI officials / relationship managers will be limited and will cease to exist once the process is streamlined.

If member banks wish to update their contact details for receiving alerts, the same may be shared as per the format enclosed in **Annexure I** to officials given below for inclusion/updation for auto alert process.

- Mr. Manikandan S – manikandan.s@npci.org.in
- Mr. Hareeshankar CK – hareeshankar.ck@npci.org.in
- Mr. Prabhu R – prabhu.r@npci.org.in

Above process is to be implemented effective September 02, 2019.

With warm regards,


Giridhar G M
Chief - Offline product operations & run technology