

NPCI/NFS/OC No.230/2016-17

25th November, 2016

To,

All Members of National Financial Switch (NFS)

Dear Sir/Madam,

Sub: NFS ATM Network - Changes in Dispute Management System

In our constant endeavor to enable members to efficiently use NFS Dispute Management System (DMS) for transaction life cycle management, we have made few changes in DMS as given below.

1. **Download Dispute/Adjustment Proof:** A new menu option is made available in DMS to search the transaction dispute/adjustment raised for particular transaction and view/download the documents uploaded by member as Issuer and Acquirer for all type of disputes/adjustments through single screen.

New Menu Option: Adjustments > Download_Adjustment_proof

2. **Arbitration Case Report:** This menu option shall help user to view the status of cases referred to arbitration both as an Issuer and Acquirer. It shall provide the list of cases referred to arbitration along with the status and decision given by Panel for Resolution of Dispute (PRD).

New Menu Option: Adjustments > Arbitration Case Report

3. **Allow chargeback on partial credit adjustments:** Credit adjustments are processed by Acquirers for transactions failed at the ATM. Currently, once the credit adjustment is raised by the acquirer, Issuing bank cannot raise chargeback in DMS even if the credit adjustment is raised for partial amount. We have received feedback from members to allow chargeback on partial credit adjustment to address customer disputes, if the complaint is for total amount settled in NFS.

To allow user to raise chargeback on the balance amount of transaction where partial credit adjustment is raised, a new menu option is made available in DMS. Once the chargeback is raised in DMS, regular dispute cycle shall be allowed for such cases.

New Menu Option: Adjustments > 1) Raise Chargeback on Partial Credit

2) Raise Chargeback on Credit Representation

4. **Uploading of documents for chargeback raised through bulk option:** Issuing banks have option of raising chargeback through bulk upload facility in DMS. However, currently there is no option to upload document for chargebacks raised through bulk upload. User can upload the document while raising chargeback only through screen.

Changes have been made in DMS to enable user to upload document for chargebacks raised through bulk upload facility also. A new menu option is made available in DMS for uploading the document.

New Menu Option: Adjustments > Upload proof for Bulk Chargeback

5. **Arbitration - Allowing members to withdraw or accept case after 'Case Presentment' in DMS:** NPCI moves the cases referred to arbitration to 'Case Presentment' stage for (PRD) decision. Currently, once the case is moved to 'Case Presentment' stage, it cannot be withdrawn by Issuing bank or accepted by Acquiring bank in DMS.

A new menu option is made available to allow user to either accept (as Acquirer) or withdraw the case (as Issuer) on the same day of 'Case Presentment' in DMS. However, once case is presented in DMS for decision, it cannot be accepted or withdrawn from the next day onwards.

Please note importantly that the Issuing bank can continue to withdraw the case or Acquirer can continue to accept the case referred to arbitration any day before 'Case Presentment' as per the existing process.

New Menu Option: Adjustments >

- 1) Raise Arbitration case presentment Accept (As Acquirer)
- 2) Raise Arbitration case presentment Withdraw (As Issuer)

6. **Partial acceptance of Good faith cases:** Currently, user cannot accept good faith cases referred to them for partial amount. Changes have been made in DMS to enable user to accept good faith cases referred to them for partial amount also. Acquirer can enter the acceptance amount in 'Accept Amount' field while raising 'Good faith acceptance' in DMS.
7. **Clear card number in late reversal reports:** NPCI makes available 'Verification Reversal Report' on daily basis for the late reversals settled on T+1 day. Card numbers are masked in the existing report provided to members. We have received feedback from members to provide clear card number in 'Verification Reversal report'. The report has been modified to contain clear card number. However, the report (file) will be password protected in similar lines of raw data file.



Steps to be followed for the above mentioned new menu options in DMS are given in **Annexure A**.

The above mentioned changes in DMS will be implemented with effect from 28th November, 2016.

You may please make note of the above and disseminate the information contained herein to the officials concerned.

For any queries or clarification, please contact:

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Yours faithfully,



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