

NPCI/ IMPS/OC No. 124/2025 – 2026

April 02, 2025

To,

**All Members of Immediate Payments System (IMPS)**

**Subject: Implementation of chargeback option for fraudulent transactions.**

In order to facilitate the banks to raise chargeback under fraudulent transaction category it has been decided to implement necessary changes in the IMPS chargeback flow.

**Key Changes in the Revised Process:**

- Chargeback of fraudulent transaction can be raised by the remitting banks, front end and bulk, both the options are made available in the IRCS.
  - Beneficiary bank will have to accept, reject with TAT otherwise on completion of TAT, the chargeback shall be deemed accepted.
  - All the chargebacks raised on fraudulent transactions which are accepted, rejected and deemed accepted are made available in the existing adjustment report.
  - Separate line item is updated in the DSR/NTSL for member banks to identify the settlement for such chargebacks.
  - All the participant banks (as beneficiary) are advised to put best efforts to recover the funds and accept the chargeback upon recovery.
  - IRCS will allow to raise re-presentation immediately after the chargeback is raised, there is no minimum cooling period set for re-presenting the chargeback. Hence, participant banks are advised not to reject the chargebacks immediately after chargeback is raised.
  - Remitting banks may provide the FIR copy to beneficiary banks for faster resolution of chargebacks.
- Refer Annexure – 1 for the rules set for handling the chargeback on fraudulent transactions viz. TATs, adjustment lifecycle, adjustment flags, reason codes, fund movement etc.
- Refer Annexure – 2 for DSR/NTL line items.
- Refer Annexure – 3 for Adjustment report.

The above functionality will be implemented in IRCS *with effect from Apr 20, 2025*.

Member banks are advised to take a note of the above and disseminate the information contained herein to the officials concerned.

Warm Regards,

SD/-

**Giridhar GM**  
Chief – Customer Success

**Annexure – 1 (Fraud Chargeback Rules)**

Dispute Type	Flag	Reason Code	Reason Code Description	TAT	Actioned BY	Fund Movement	
Fraud Chargeback Raise	FC	128	Chargeback on Fraudulent Transaction	45	Remitting Bank	Debit Beneficiary Bank	Credit Remitting Bank
Fraud Chargeback Accept	FCA	129	The amount has been recovered successfully from the fraudulent customer's account	25	Beneficiary Bank	NA	NA
Fraud Chargeback Representment	FCR	130	Lien marked; however, customer account is not having sufficient balance to debit	25	Beneficiary Bank	Debit Remitting Bank	Credit Beneficiary Bank
Fraud Chargeback Representment	FCR	131	FIR Copy not provided for the disputed transaction	25	Beneficiary Bank	Debit Remitting Bank	Credit Beneficiary Bank
Fraud Chargeback Representment	FCR	132	Others	25	Beneficiary Bank	Debit Remitting Bank	Credit Beneficiary Bank
Fraud chargeback deemed acceptance	FCA	133	If fraud chargeback is not accepted rejected within TAT, then same has to be settled on deemed acceptance basis.	25	IRCS	NA	NA

**Annexure – 2 (DSR NTSL Line Items)**

National Payments Corporation of India			
Immediate Payment Service			
Daily Settlement Statement for ndlbank Updated-IMPS as on 11-03-2025(5C 09:00:00 TO 11:00:00)			
Description	No of Txns	Debit	Credit
Fraud Chargeback Raise			
Fraud Chargeback Raise FROM NT1	ddd/506414777091/2025-03-05/F3	200000	0
Fraud Chargeback Raise FROM NT1	test/506212894995/2025-03-03/FC	500	0
Fraud Chargeback Raise TO NT1	ccc/503618770148/2025-02-05/FC	0	50
<b>Total Fraud Chargeback Raise Amount</b>		<b>200500</b>	<b>50</b>
Fraud Chargeback Representment			
Fraud Chargeback Representment TO NT1	dddd/506414777091/2025-03-05/F3	0	200000
<b>Total Fraud Chargeback Representment Amount</b>		<b>0</b>	<b>200000</b>
Representment Raise			
Representment TO NT1	ccc/506414728946/2025-03-05/F3	0	200000
<b>Total Re-presentment Raise Amount</b>		<b>0</b>	<b>200000</b>

**Annexure – 3 (Adjustment Report ADJTYPES & REASON CODES)**

Adjtype	Reason Code
Fraud Chargeback Raise	128
Fraud Chargeback Representment	130
Fraud Chargeback Raise	128
Fraud Chargeback Raise	128
Fraud Chargeback Raise	128
Fraud Chargeback Raise	128
Fraud Chargeback Accept	129
Fraud Chargeback Representment	131
Fraud Chargeback Representment	132