



**Corporate Office: Vijayawada**

**Review Date 13<sup>th</sup> June 2025**

**Version : 4.00**

**Year 2025**

## **Customer Compensation Policy**

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### Version Release History

SN	Name	Version No.	Description / Details of Revisions	Effective from
1	Customer Compensation Policy	Version 1.0	Policy on Customer Compensation Policy was approved by the Board in its 124 <sup>th</sup> meeting dated 18 <sup>th</sup> May 2019.	2019-21
2	Customer Compensation Policy	Version 2.0	Updated by inclusion of changes in regulatory prescriptions on the subject and approved by the Board in its 142 <sup>nd</sup> Board Meeting dated 20.04.2021	2021-23
3	Customer Compensation Policy	Version 3.0	The policy has been updated with RBI's latest instructions of <ul style="list-style-type: none"> <li>• Compensation for delay in release of movable/ immovable property documents</li> <li>• Liability of Bank in case of Lockers</li> <li>• Issue of ATM/ Debit Cards without written consent of Customers</li> </ul>	2023-24
4	Customer Compensation Policy	Version 4.0	The policy is placed without any changes	2025-26

**Corporate Office: Vijayawada**

## **CUSTOMER COMPENSATION POLICY**

### **1.0 Background:**

Reserve Bank of India has taken various initiatives over the years for improving customer service and grievance redress mechanism in banks. Detailed guidelines on customer service were issued to banks encompassing various aspects of operations that impact customers. The guidelines enunciated by RBI on Customer Compensation mechanism in banks were detailed in Master Circular on RBI/2017-18/15 DBR.N0.Leg.BC.78/09.07.005/2017-18 dated July 6, 2017 on Customer Protection — Limiting Liability of Customers in Unauthorised Electronic Banking Transactions; RBI/2019-20/67 DPSS.CO.PD No.629/02.01.014/2019-20, September 20, 2019 Harmonisation of Turn Around Time (TAT) and customer compensation for failed transactions using authorised Payment Systems.

RBI have also issued directive under Section 10(2) read with Section 18 of the Payment and Settlement Systems Act, 2007 (Act 51 of 2007) which came into effect from October 15, 2019 for reducing the Turn-around Time (TAT) for redress of customer complaints and the compensation structure for delays in settlement of centralized payment systems (Detailed in Annexure I).

RBI vide their Circular No. RBI/2021-2022/86 DOR. LEG. REC / 40/ 09.07.005/2021, August 18, 2021 have specified the liability of the Banks in case of loss of contents of locker are due to incidents attributable to fraud committed by its employee(s), which form part of this version of the Policy.

RBI vide their Circular No. RBI/2023024/60 DOR.MCS.REC.38/01.01.001.2023-24 dated 13.09.2023 have released guidelines on release of movable/immovable property documents on repayment/settlement of personal loans and specified compensation norms, which have been included in the updated version of this policy.

The current Policy is framed in the light of the above guidelines in order to adopt the best industry practices in receiving and handling customer complaints and maintain high standards in customer service.

## **2.0 Objective:**

COASTAL BANK is committed to providing the best quality service to customers. However, if for some reason, beyond our control or inadvertently, we are unable to meet the service levels committed by us in our dealings with individual customers, this Compensation policy will be applicable.

The Compensation policy of the Bank is designed to cover areas relating to unauthorized debiting of account, delayed collection of cheques/instruments, payment of cheques after acknowledgement of stop payment instructions, delays in handling of remittances etc. The policy is based on principles of transparency and fairness in treatment of customers.

The objective of this policy is to establish a system whereby the Bank compensates the customer for any financial loss he/she might incur due to deficiency in service on the part of the Bank or any act of omission or commission directly attributable to the Bank. By ensuring that the customer is compensated without having to ask for it, the Bank expects instances where the customer has to approach the Bank or any other forum for redress comes down significantly.

The policy covers only compensation for financial losses that customers might incur due to deficiency in the services offered by the Bank that can be measured directly and as such the commitments under this policy are without prejudice to any right the Bank will have in defending its position before any forum duly constituted to adjudicate banker-customer disputes.

Further, the Bank shall not be liable for any loss of profits, or any indirect or consequential loss, damages or expenses incidental to the error. Acceptance of compensation under this policy shall imply a full and final settlement of all issues arising out of grievances for which compensation is claimed.

### **3.0 Electronic transactions (ECS 1 RTGS 1 NEFT/ IMPS/RUPAY Card/Direct Debits) and Other**

#### **debits including Unauthorized/erroneous debit entries**

The Bank will undertake to carry out ECS / RTGS / NEFT/ IMPS/RUPAY CARDS, direct debits/other debit or credit instructions of customers within the stipulated time. In case of any delay, the same shall be promptly informed to the originators/customers and the reasons for the said delay.

In the event the Bank fails to meet such commitments on account of any act or omission directly attributable to the Bank or in case the Bank has raised an unauthorized/erroneous direct debit in an account, the entry will be reversed immediately by the Bank on being informed of the erroneous debit, after expeditious verification/confirmation of the error. If the customer suffers any financial loss incidental to return of a cheque or failure of direct debit instructions due to insufficiency of balance on account of the unauthorized/erroneous debit, the Bank will compensate the customer to the extent of reasonable direct financial loss on account of the same, subject to production of documentary proof, from the date of the debit to the date of rectification.

In case verification of the entry reported to be erroneous by the customer does not involve a third party, the Bank will endeavour to complete the process of verification within a maximum period of 7 working days from the date of reporting of erroneous debit. In case, the verification involves a third party or where verifications are to be done at overseas centers, the Bank shall complete the verification process within a reasonable time period, not exceeding 30 days from the date of reporting of erroneous transaction by the customer.

The Bank reserves its right to debit the account for reversing the amounts in case, a wrong credit is posted to a customer's account without payment of any compensation.

The Bank would debit the customer's account with any applicable service charge as per the schedule of charges notified by the Bank. In the event the Bank levies any charge in violation of the arrangement, the Bank will reverse the charges when pointed out by the customer subject to scrutiny of agreed terms and conditions. Any consequential financial loss to the customer will also be compensated.

#### **4.0 Reporting of unauthorised transactions by customers to banks**

Customers are requested to mandatorily register for SMS alerts and wherever available register for e-mail alerts, for electronic banking transactions. The customers to notify the Bank of any unauthorised electronic banking transaction at the earliest after the occurrence of such transaction. The longer the time taken to notify the Bank, the higher will be the risk of loss to the Bank/ Customer. The Bank may not offer facility of electronic transactions, other than ATM cash withdrawals, to customers who do not provide mobile numbers to the Bank.

#### **5.0 Limited Liability of a Customer**

##### **(a) Zero Liability of a Customer**

Customer's entitlement to zero liability shall arise where the unauthorised transaction occurs in the following events.

- (i) Contributory fraud/ negligence/ deficiency on the part of the Bank
- (ii) Third party breach where the deficiency lies neither with the Bank nor with the customer but lies elsewhere in the system, and the customer notifies the Bank within **three working days** of receiving the communication from the Bank regarding the unauthorised transaction.

##### **(b) Limited Liability of a Customer**

Customer shall be liable for the loss occurring due to unauthorised transactions in the following cases:

- i) In cases where the loss is due to negligence by a customer, such as where he has shared the payment credentials, the customer will bear the entire loss until he reports the unauthorised transaction to the Bank. Any loss occurring after the reporting of the unauthorised transaction shall be borne by the Bank.
- ii) In cases where the responsibility for the unauthorised electronic banking transaction lies neither with the Bank nor with the customer, but lies elsewhere in the system and when there is a delay (of four to seven working days after receiving the communication from the Bank) on the part of the customer in notifying the Bank of such a transaction, the per transaction liability of the customer shall be limited to the transaction value or the amount mentioned in Table 1, whichever is lower.

**Maximum Liability of a Customer under paragraph 7 (ii)**

Type of Account	Maximum liability
BSBD Accounts	5,000
All other SB accounts Pre-paid Payment Instruments and Gift Cards Current/ Cash Credit/ Overdraft Accounts of MSMEs Current Accounts/ Cash Credit/ Overdraft Accounts of Individuals with annual average balance (during 365 days preceding the incidence of fraud)/ limit up to Rs.25 lakh Credit cards with limit up to Rs.5 lakh	10,000
All other Current/ Cash Credit/ Overdraft Accounts Credit cards with limit above Rs.5 lakh	25,000

Table 1

Overall liability of the customer in third party breaches, where the deficiency lies neither with the Bank nor with the customer but lies elsewhere in the system, is summarised in the Table



### Summary of Customer's Liability

Time taken to report the fraudulent transaction from the date of receiving the communication	Customer's liability(₹)
Within 3 working days	Zero liability
Within 4 to 7 working days	The transaction value or the amount mentioned in Table 1, whichever is lower
Beyond 7 working days	Full value of the transaction (Zero liability to the Bank)

Table 2

The number of working days mentioned in Table 2 shall be counted as per the working schedule of the home branch of the customer excluding the date of receiving the communication.

### 6.0 Reversal Timeline for Zero Liability/ Limited Liability of customer

On being notified by the customer, the Bank shall credit the amount involved in the unauthorised electronic transaction to the customer's account within 10 working days from the date of such notification by the customer. The credit shall be value dated to be as of the date of the unauthorised transaction.

Further, Bank shall ensure that a complaint is resolved and liability of the customer, if any, established within such time not exceeding 45 days from the date of receipt of the complaint, where it is unable to resolve the complaint or determine the customer liability, if any, within 45 days, the compensation as prescribed above shall be paid by the Bank.

## **7.0 Penal interest payable for delays in credit/return of NEFT/ECS transactions:**

In case of any delay in crediting the beneficiaries' account, the Bank shall pay penal interest calculated at the applicable RBI LAF Repo Rate plus two per cent from the due date of credit till the date of actual credit. Further, irrespective of whether a claim is made/lodged by the Beneficiary, the Bank shall suo moto on detection of any delay in crediting the beneficiaries' account, shall pay penal interest, as indicated above.

In case, the delay or loss is owing to an error, negligence or fraud on the part of an employee of the Bank, even in such cases, the Bank shall pay penal interest, as mentioned above.

## **8.0 Liability of Bank in respect of Lockers hired by customers:**

**8.1** Branches shall exercise due diligence in maintaining and operating their locker and safety deposit systems. This includes ensuring proper functioning of the locker system, guarding against unauthorized access to lockers and providing appropriate safeguards against theft and robbery.

**8.2** The Bank shall not be liable for any damage and/or loss of contents of locker arising from natural calamities or Acts of God like earthquake, floods, lightning and thunderstorm or any act that is attributable to the sole fault or negligence of the customer. Branches shall, however, exercise appropriate care of their locker systems to protect their premises from such catastrophes.

**8.3** Branches shall bear responsibility to ensure that incidents like fire, theft/ burglary/robbery, dacoit, building collapse do not occur in the bank's premises due to their own shortcomings, negligence and by any act of omission/commission.

**8.4** Instances where loss of contents of locker are due to incidents mentioned above or attributable to fraud committed by its employee(s), the Banks' liability on the Locker shall be

for an amount equivalent to one hundred times the prevailing annual rent of the safe deposit locker

**8.5** The internal auditors shall verify and report the compliance to ensure that the procedures are strictly adhered to.

## **9.0 Burden of Proof**

The burden of proving customer liability in case of unauthorised electronic banking transactions shall lie on the bank.

## **10.0 Reporting and Monitoring Requirements**

Customer liability cases shall be placed before the Customer Service and Stakeholders Relationship Committee of the Board at quarterly intervals. The reporting shall, inter alia, include volume/ number of cases and the aggregate value involved and distribution across various categories of cases viz., card present transactions, card not present transactions, internet banking, mobile banking, ATM transactions, etc. The Standing Committee on Customer Service shall review at quarterly intervals the unauthorised electronic banking transactions reported by customers or otherwise, as also the action taken thereon, the functioning of the grievance redress mechanism and take appropriate measures to improve the systems and procedures. All such transactions shall be reviewed by the Bank's internal auditors.

## **11.0 Framework on Turn Around Time (TAT) for resolution of customer complaints and compensation framework across all authorised payment systems.**

A large number of customer complaints emanate on account of unsuccessful or 'failed' transactions. Failure could be on account of various factors not directly attributable to the customer such as disruption of communication links, non-availability of cash in ATMs, timeout of sessions, non- credit to beneficiary's

account due to various causes, etc. Rectification / Compensation paid to the customer for these 'failed' transactions is not uniform. It may be noted that:

- the prescribed TAT as envisaged in Annexure 1 is the outer limit for resolution of failed transactions;
- the Bank shall endeavour towards quicker resolution of such failed transactions.
  
- Wherever financial compensation is involved, the same shall be effected to the customer's account suo moto, without waiting for a complaint or claim from the customer.
- Customers who do not get the benefit of redress of the failure as defined in the TAT, can register a complaint before the Bank or any other forum as they deem fit.

Transactions reported as erroneous by customers in respect of debit card operations which require specific reference to a merchant establishment will be handled as per Chargeback rules laid down by Network. The Bank will provide explanation and if necessary, documentary evidence to the customer within a maximum period of sixty days

## **12.0 Payment of cheques after stop payment instructions:**

In case payment of a cheque has been done after stop payment instruction is acknowledged by the Bank, the Bank shall reverse the transaction and give value-dated credit to protect the interest of the customer. Any consequential financial loss to the customer will be compensated as provided above. Such debits will be reversed within 2 working days of the customer intimating the transaction to the Bank, upon due verification.

### **13.0 Payment of interest for delayed collection of cheques:**

The Bank will pay interest to its customers on the amount of collection instruments in case there is delay in giving credit beyond the time period specified below.

- Savings Bank rate applicable for balances up to Rs. 1 lakh for the period of delay beyond 3 days for local cheque.
- Saving Bank rate applicable for balances up to FRS. 1 lakh for the period of delay beyond 7 days for outstation cheques payable at CTS centre and 10 days for outstation cheque payable at Non CTS centre.
- Where the delay is beyond 14 days, interest will be paid at the rate applicable for term deposit for the corresponding respective period or Saving Bank rate applicable for balances up to Rs 1 lakh, whichever is higher.
- In case of extraordinary delay, i.e. delays exceeding 90 days interest will be paid at the rate of 2% above the corresponding Term Deposit rate.
- In the event the proceeds of cheque under collection was to be credited to an overdraft / loan account of the customer and credit is delayed beyond the time period of three days for local cheque, seven days for outstation cheque payable at CTS centres and ten days for non CTS centres, interest for such delay will be paid at the rate applicable to the loan account. For extraordinary delays i.e. delay exceeding 90 days, interest will be paid at the rate of 2% above the rate applicable to the loan account.
- The interest will be paid only when such amount is Rs. 10/- or more.

### **14.0 Cheques/instruments lost in transit in clearing process or at paying bank's branch:**

In the event a cheque or an instrument accepted for collection is lost in transit or in the clearing process or at the paying bank's branch, the Bank shall - immediately on coming to know of the loss, bring the same to the notice of the accountholder so that the account holder can inform the drawer to record stop payment and also take care that cheques, if any, issued by him / her are not dishonoured due to non-credit of the amount of the lost cheques / instruments.

- The Bank would provide all possible assistance to the customer to obtain a duplicate instrument from the drawer of the cheque like giving a certificate regarding loss of the cheque etc.
- The Bank would also compensate the customer for any reasonable charges he/she incurs in getting duplicate cheque/instrument upon production of receipt, in the event the instrument is to be obtained from a bank/ institution who would charge a fee for issue of duplicate instrument. The charges incurred for making stop payment of the lost cheque by the customer with the Paying Bank will be compensated by the Bank.
- If the cheque / instrument has been lost at the paying bank's branch, the collecting banker should have a right to recover the amount reimbursed to the customer for the loss of the cheque / instrument from the paying banker. For instruments which are lost in COASTAL BANK clearing/transit, i.e. prior to receipt at the paying bank, the Bank will compensate the account holder in the following way:
  - In case intimation regarding loss of instrument is conveyed to the customer beyond the time limit stipulated for collection (7/10/14 days as the case may be), interest will be paid for the period exceeding the stipulated collection period at the rates specified for delayed collection.
  - In addition, Bank will pay interest on the amount of the cheque for a further period of 15 days at Savings Bank A/c interest rate to provide for likely further delay in obtaining duplicate cheque/instrument and collection thereof.
  - The Bank would compensate the customer for any direct and reasonable charges the customer incurs in getting duplicate cheques/instruments, upon production of relevant documentary proof. For instruments lost at the paying bank branch, COASTAL BANK shall assist the customer, on a best effort basis, to obtain a duplicate instrument.

#### **15.0 Violation of the Code by Bank's Agent:**

In the event of receipt of any complaint from the customer that the Bank's agent/representative / courier or DSA has engaged in any improper conduct or acted in violation of the Code of Bank's Commitment to Customers which the Bank

has adopted voluntarily, Bank shall take appropriate steps to investigate and to handle the complaint and revert to the customer within 7 working days from date of receipt of such complaint and wherever justified, shall to compensate the customer for financial losses, if any.

#### **16.0 Issuance of Duplicate Demand Draft:**

- The Bank will issue duplicate demand draft in lieu of lost demand draft, on basis of adequate indemnity on stamp paper and request from the purchaser
- The issuance of duplicate draft will be within a fortnight of the receipt of the necessary documents at the branch.
- For any delay caused by the Bank in issuing duplicate draft beyond the above stipulated period, the Bank will pay interest at the rate applicable for fixed deposit of corresponding maturity in order to compensate the customer for such a delay.

#### **17.0 Lenders Liability :: Commitments to borrowers**

The Bank has adopted the principles of Lenders Liability. In case of delay in releasing of original movable/ immovable property documents or failing to file charge satisfaction form with relevant Registry beyond 30 days after full repayment/ settlement of loan, the Bank shall communicate to the borrower reasons for such delay. In case where the delay is attributable to the Bank, it shall compensate the borrower at the rate of Rs 5000/- for each day of delay

In case of loss/ damage to original movable/ immovable property documents, either in part or in full, the Bank shall assist the borrower in obtaining duplicate/ certified copies of the movable/ immovable property documents and shall bear the associated costs, in addition to paying compensation as indicated in the above paragraph. However, in such cases, an additional time of 30 days will be available

to the Bank to complete this procedure and the delayed period penalty will be calculated thereafter (i.e., after a total period of 60 days)

The compensation provided under these directions shall be without prejudice to the rights of a borrower to get any other compensation as per any applicable law.

#### **18.0 ATM failure:**

The Bank reimburses its customer, the amount wrongfully debited on account of failed ATM within a maximum period of 7 working days from the receipt of the complaint. For any failure complaint, the Bank shall pay a compensation of Rs. 100/- per day to the aggrieved customer. This compensation shall be credited to the customer's account automatically without any claim from the customer, on the same day when the Bank affords the credit for the failed ATM transactions.

#### **19.0 Issue of ATM/ Debit Cards without written consent of Customers :**

Where the Bank had issued ATM/ Debit card without written consent of the customer, which has been disputed by the customer without using the card, the said ATM/ Debit Card will be taken back by the Bank and cancelled. The Bank shall reverse the charges, if levied, immediately.

#### **20.0 Force Majeure:**

Bank shall not be liable if any transaction does not fructify or may not be completed or for any failure on part of the Bank to perform any of its obligations, if performance is prevented, hindered or delayed by a Force Majeure event and in such case its obligations shall be suspended for so long as the Force Majeure prevents it from performing its obligations within the specified service delivery parameters.

"Force Majeure Event" means any event due to any cause beyond the reasonable control of the Bank, including without limitations, unavailability of any communication systems, breach, or virus in the processes or payment or delivery mechanism, sabotage, fire, flood, explosion, natural disasters or other "Acts of God", war, damage



to the Bank's facilities or of its correspondent Bank(s), civil commotion, strikes or industrial action of any kind, riots, insurrection, war, acts of government, computer hacking, unauthorized access to computer data and storage devices, computer crashes, malfunctioning in the computer terminal or the systems getting affected by any malicious, destructive or corrupting code or program, mechanical or technical errors/failures or power shut down, faults or failures in telecommunication etc.

#### **21.0 Policy in the public domain:**

RBI has mandated banks to provide the details of their approved Customer Compensation Policy in public domain for wider dissemination. Accordingly, this policy shall be uploaded on the Bank's website.

#### **22.0 Review of the Policy:**

The Policy shall be reviewed annually or as and when regulatory changes warrant such revision.

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**(Annex to Circular DPSS.CO.PD No.629/02.01.014/2019-20 dated September 20, 2019) Harmonisation of Turn Around Time (TAT) and customer compensation for failed transactions using authorised Payment Systems**

General Instructions covering the TAT:

- 1 . The principle behind the TAT is based on the following:
  - a. If the transaction is a 'credit-push' funds transfer and the beneficiary account is not credited while the debit to originator has been effected, then credit is to be effected within the prescribed time period failing which the penalty has to be paid to the beneficiary;
  - b. If there is delay in initiation of a transaction at the originator bank's end beyond the TAT, then penalty has to be paid to the originator.
2. A 'failed transaction' is a transaction which has not been fully completed due to any reason not attributable to the customer such as failure in communication links, non availability of cash in an ATM, time-out of sessions, etc. Failed transactions shall also include the credits which could not be effected to the beneficiary account on account of lack of full information or lack of proper information and delay in initiating a reversal transaction.
3. Terms like, Acquirer, Beneficiary, Issuer, Remitter, etc., have meanings as per common banking parlance.
4. T is the day of transaction and refers to the calendar date.
5. R is the day on which the reversal is concluded and the funds are received by the issuer / originator. Reversal should be effected at the issuer / originator end on the same day when the funds are received from the beneficiary end.
6. The term bank includes non-banks also and applies to them wherever they are authorised to operate.
7. Domestic transactions i.e., those where both the originator and beneficiary are within India are covered under this framework.

**Harmonisation of Turn Around Time (TAT) and customer compensation for failed transactions using authorised Payment Systems**

Slo no.	Description of the incident	Framework for auto-reversal and compensation	
		Timeline for auto-reversal	Compensation payable
1	Automated Teller Machines (ATMs) including Micro-ATMs		
a	Customer's account debited but cash not dispensed.	Pro-active reversal (R) of failed transaction within a maximum of T + 5 days.	Rs. 100/- per day of delay beyond T + 5 days, to the credit of the account holder.
2	Card Transaction		
a	<u>Card to card transfer</u> Card account debited but the beneficiary card account not credited.	Transaction to be reversed (R) latest within T + 1 day, if credit is not effected to the beneficiary account.	Rs. 100/- per day of delay beyond T + 1 day.
b	<u>Point of Sale (POS) (Card Present) including Cash at POS</u> Account debited but confirmation not received at merchant location i.e., charge-slip not generated.	Auto-reversal within T + 5 days.	Rs. 100/- per day of delay beyond T + 5 days.
c	<u>Card Not Present (CNP) (ecommerce)</u> Account debited but confirmation not received at merchant's system.		
3	Immediate Payment System (IMPS)		
a	Account debited but the beneficiary account is not credited.	If unable to credit to beneficiary account, auto reversal (R) by the Beneficiary bank latest on T + 1 day.	Rs. 100/- per day if delay is beyond T + 1 day.
4	Unified Payments Interface (UPI)		
a	Account debited but the beneficiary account is not edited (transfer of funds).	If unable to credit the beneficiary account, auto reversal (R) by the Beneficiary bank latest on T + 1 day.	Rs. 100/- per day if delay is beyond T + 1 day.

b	Account debited but transaction confirmation not received at merchant location (payment to merchant).	Auto-reversal within T + 5 days.	Rs. 100/- per day if delay is beyond T + 5 days.
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### Framework for auto-reversal and compensation:

Sl. no.	Description of the incident	Framework for auto-reversal and compensation	
		Timeline for auto-revcrsal	Compensation payable
1	1	111	
5	Aadhaar Enabled Payment System (including Aadhaar Pay)		
a	Account debited but transaction confirmation not received at merchant location.	Acquirer to initiate "Credit Adjustment" within T + 5 days.	Rs. 100/- per day if delay is beyond T + 5 days.
b	Account debited bui beneficiary account not credited.		
6	Aadhaar Payment Bridge System (APBS)		
a	Delay in crediting beneficiary's account.	Beneficiary bank to reverse the transaction within T + I day.	Rs. 100/- per day if delay is beyond T + I day.
7	National Automated Clearing House (NACH)		
a	Delay in crediting beneficiary's account or reversal of amount.	Beneficiary bank to reverse the uncredited transaction within T + 1 day.	Rs. 100/- per day if delay is beyond T + I day.
b	Account debited despite revocation of debit mandate with the bank by the customer.	Customer's bank will be responsible for such debit, Resolution to be completed within T + I day.	
8	Prepaid Payment Instruments (PPIs) —Cards / Wallets		
a	<u>Off-Us transaction</u> The transaction will ride on UPI, card network, IMPS, etc., as the case may be. The TAT and compensation rule of respective system shall apply.		

b	<u>On-Us transaction</u> Beneficiary's  PPI not credited.  PPI debited but transaction confirmation not received at merchant location.	Reversal effected in Remitter's account within T + 1 day.	Rs. 100/- per day if delay is beyond T + 1 day.
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