

NPCI/2022-23/NACH/004

November 16, 2022

To

All NACH Member Banks,

**Online facility for mandate Amend / Cancel / Suspend & Revoke**

Refer to our circular, NPCI/2020-21/NACH/Circular No: 028 issued on March 08, 2021 on facility to be provided for cancellation of mandates. In order to further improve the ease of cancellation of mandate for the account holder I has been decided to provide an online facility through central system for cancellation of mandates. This will facilitate the issuer of the mandate to perform the following activities:

1. **Amend:** Allows the issuer of the mandate to amend a few fields as detailed in technical specification document.
2. **Cancel:** Using this service the customer can cancel the mandate. Once a mandate is cancelled the transactions presented on such mandate will get rejected. Cancellation is once for all, cancellation cannot be revoked.
3. **Suspend & Revoke:** If the customer wishes to suspend a mandate (the time period for suspension and revocation will be prescribed by NPCI from time to time) he / she can do so using this service. If there is a need, such suspension can be revoked by the customer subject to the timelines prescribed by NPCI.

**Guidelines:**

1. All the actions need to be authenticated by the customer using either internet banking, debit card or Aadhaar based authentication in online mode.
2. This facility can be used for amending / cancelling / suspending / revoking mandates registered through online as well as physical mandates.
3. Since this is a very critical service, the corporates as well as issuer banks have to get on-boarded with this facility after undergoing certification.
4. The link for the facility has to be hosted mandatorily by all the participants of OnMAGS, this should be completed before January 15, 2023. Failure to do so may attract action including disabling such participants from OnMAGS.
5. Once a mandate is cancelled / suspended / revoked after due authentication of the customer the relevant data will be sent to both the sponsor bank as well as destination bank.
  - a. Sponsor bank should ensure that such data is passed on to the corporate, including their own internal departments and advise them not to present transactions on such mandates. If it is observed that any corporate is repeatedly presenting transaction on such cancelled / suspended mandates NPCI may



contemplate action that may include penalties as may be decided from time to time.

- b. Destination bank should ensure that the cancellation / suspension data is updated in the core banking system and reject the transactions processed on such mandates. Note that cancellation or suspension in the direction of the account holder to the bank, any slip up leading to financial loss to the customer will be the liability of the bank and hence ensure that the systems are in place and data is consumed without fail.

In case of revocation, the bank should do necessary update and allow transactions on such mandates.

The detailed workflow and technical specifications are provided in Annexure I & II respectively.

The information herein may please be disseminated to all the concerned for necessary action and implementation.

With Regards,



Giridhar G. M  
Chief - Offline Product Operations & Technology

**Annexure I**

**Pre-requisites:**

1. All the corporates, banks and other entities registering the mandates through the online mode shall host the mandate cancellation / suspension / revocation link on their web site / portal.
2. Issuer banks to get certified for allowing the functionality through all 3 authentication modes.
3. Sponsor banks to make necessary arrangement to receive the data of cancelled / suspended / revoked mandates and pass on such information to the respective corporates.

**Workflow:**

1. Customer will access the web page using the link hosted by any of the participant.
2. Input the mandate details.
3. Select the option for cancellation / suspension or revocation.
4. Enter the details on the web page and submit the request.
5. The details will be validated in the central system. If the request is not found to be valid, the request will be rejected with suitable message.
6. If the request is valid then the same will be routed to the destination bank.
7. The destination bank will send the page for customer authentication.
8. Customer enters the details and authenticate the mandate.
9. On successful authentication the mandate will get cancelled / suspended or suspension revoked.
10. Confirmation provided to the customer online.
11. Details will be sent to sponsor bank and destination bank in batch mode for necessary update in their internal systems.

