

NPCI/NFS/OC 426/2025-26

19th February 2026

To,

All Members of National Financial Switch (NFS)

Subject: Guidelines regarding document submission at Arbitration stage & revision of Dispute TAT for NFS

National Financial Switch (NFS) is a shared ATM network that interconnects NFS members and ATM switches.

NPCI has made available dispute resolution mechanism for members to facilitate resolution of the customer complaints for NFS ATM transactions. On analysis of past 6 months data, it has been observed that in certain scenarios arbitration cases are raised without necessary due diligence at Bank end. It may also be noted that about more than 50% of the arbitrations are disposed in favour of Acquirer bank.

To enable Issuing banks, to take informed decision at the chargeback and pre-arbitration stage itself and reduce cases required to be referred to Arbitration, it is imperative to mandate Acquiring banks to submit all necessary supporting evidence during re-presenting the chargeback and while rejecting pre-arbitration itself, Acquirer to be restricted to provide additional evidence / supporting at the arbitration stage.

In view of the above and in continuation to the circular NPCI/NFS/OC No. 151/2014-15 it has been decided that all necessary evidence should be provided by the Acquiring banks at chargeback/pre-arbitration level itself and the NRP/PRD verdict shall be given based on the documents submitted not beyond the pre-arbitration level.

Any additional documents (except Acquirer/Issuer submission forms) submitted by banks during arbitration stages will not be considered for Verdict, unless it is specifically asked by Panel for taking informed decision.

In order to provide adequate time for the Acquiring bank to provide documents / supporting evidence like CCTV footage, etc., it has also been decided to revise the turn-around time as follows:

- 1. Pre-arbitration TAT will be increased from 7 days to 10 days.**
- 2. Arbitration TAT for accept or reject will be reduced from 10 days to 5 days.**

The above changes shall be effective from **March 19, 2026**.

Please Note:

Dispute	Raised prior to 19th Mar 2026	Raised from 19th Mar 2026
Chargeback	Any evidence uploaded till the NRP/PRD stage will be reviewed, considered and accordingly the verdict will be disposed	Evidence uploaded up to pre-arbitration stage shall be considered and accordingly the verdict will be disposed.
Pre-arbitration	TAT - 7 days	TAT - 10 days
Arbitration	TAT for accept / reject - 10 days	TAT for accept / reject - 5 days

Member banks are advised to make necessary arrangements to handle the chargeback/pre-arbitration process accordingly. The information herein may please be disseminated to all the concerned.

For any queries or clarification, please contact the following officials from NPCI.

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With warm regards,

Giridhar GM

Chief – Customer Success