भारतीय राष्ट्रीय भुगतान निगम
NATIONAL PAYMENTS CORPORATION OF INDIA

NPCI/ IMPS/OC No. 133/2026 – 2027 21st July 2026

To,

All Members of Immediate Payment service (IMPS)

Subject: Revision of Wrong Payment Reversal Request (WP) and Introduction of Deferred Fraud Chargeback (DFC) in IMPS IRCS.

Based on feedback and enhancement requests received from member banks, certain changes have been introduced in the IMPS IRCS dispute management module relating to Wrong Payment Reversal Requests (WP) and Fraud Chargebacks.

Currently, the IMPS IRCS does not support the initiation of Deferred Wrong Credit and Deferred Fraud Chargeback disputes in cases where a Transaction Credit Confirmation (TCC) has already been raised for deemed approved transactions. To address this requirement, the system has now been enhanced to allow the initiation of these dispute types as detailed below.

- **Deferred Wrong Payment Reversal Request (WP) and Deferred Fraud Chargeback adjustments** can now be raised even when a TCC has already been raised by beneficiary bank for deemed approved transactions. (Refer **Annexure A** for detailed functionality.)
- The **wrong credit chargeback process has been revised** by introducing a dedicated dispute category, similar to fraud chargebacks. Previously, these cases were handled under the standard chargeback category (deemed approved) with only a separate reason code. The enhanced setup now includes unique dispute types, new reason codes, and specific flags, enabling wrong credit chargebacks to be managed under a distinct dispute category (Refer **Annexure B** for detailed changes.)
- New line items have been introduced in NTSL for the following three types of disputes (Refer **Annexure C** for detailed changes),

    i) Wrong payment reversal request (WP)
    ii) Deferred wrong payment reversal request
    iii) Deferred fraud chargebacks.

Note: Other than the enhancements detailed in **Annexure A, B & C**, there are no changes to the existing dispute management processes in IMPS IRCS. All other dispute types, workflows, and processing rules shall continue to operate as currently implemented.

<u>Go-Live Date:</u> The above changes will be made available in IMPS IRCS with effect from **Aug 15, 2026**.

Member banks are requested to review the changes and ensure that the necessary updates are made in all applicable systems and operational processes prior to the go-live date to facilitate smooth adoption of the revised functionality. Kindly disseminate the information contained herein to the officials concerned.

Warm Regards,

SD\-
Giridhar GM
Chief – Customer Success

Enclosed:

Annexure – A: Introducing Deferred Fraud & Deferred Wrong Payment - Reversal Request Feature in IRCS
Annexure – B: Introducing a dedicated Wrong Payment Reversal Request process, separate from the standard P2P chargeback workflow.
Annexure – C: New line items in NTSL

Annexure – A

Introducing Deferred Fraud & Wrong Payment - Reversal Request Feature in IRCS

Dispute Type	Flag	Reason Code	Reason Code Description	TAT
Deferred Fraud Chargeback Raised	DFC	128	Chargeback on TCC Fraudulent Transaction	45 Days from TXN
Deferred Fraud Chargeback Accept	DFCA	129	The amount has been recovered successfully from the fraudulent customer's account	15
Deferred Fraud Chargeback Representment	DFCR	130	Lien marked however customer accounts do not have sufficient balance to debit	15
Deemed Deferred Fraud Chargeback Accept	DFCA	129	The amount has been recovered successfully from the fraudulent customer's account	15
Deferred Fraud Chargeback Representment	DFCR	131	FIR Copy not provided for the disputed transaction	15
Deferred Fraud Chargeback Representment	DFCR	132	Others	15
Deferred Wrong Payment - Reversal Request	DWC	DWC1	Customer transferred funds to unintended beneficiary a/c	45 days from TXN
Deferred Wrong Payment - Reversal Request Acceptance	DWCA	DWC6	The amount has been recovered successfully from the customer's account	25
Deemed Deferred Wrong Payment - Reversal Request Acceptance	DWCA	DWC6	The amount has been recovered successfully from the customer's account	25

Deferred Wrong Payment - Reversal Request Rejection	DWCR	DWC7	Lien marked; however, customer accounts do not have sufficient balance to debit	25
Deferred Wrong Payment - Reversal Request Rejection	DWCR	DWC8	Others	25
Deferred Wrong Payment - Reversal Request Acceptance	DWDA	DWC9	If Deferred Wrong chargeback is not accepted nor rejected within TAT, then same must be settled on deemed acceptance basis.	25

Annexure – B

Introducing a dedicated Wrong Payment Reversal Request process, separate from the standard P2P chargeback workflow.

Existing Dispute Flag Reason code			**Proposed dispute flag and reason code**		
Dispute Description	**Flag & TAT**	**Reason Code Description**	**Dispute Description**	**Flag & TAT**	**Reason Code Description**
Chargeback	B - 45	Customer transferred funds to unintended beneficiary a/c - **WC1**	Wrong Payment - Reversal Request	WP-45	Customer transferred funds to unintended beneficiary a/c - **WC1**
Representment WC3	R - 25	Lien marked customer accounts do not have sufficient balance to debit - **WC3**	Wrong Payment - Reversal Request Rejection	WPR - 25	Lien marked customer accounts do not have sufficient balance to debit – **WC3**
Representment WC4	R - 25	Customer cannot be contacted to obtain debit confirmation – **WC4**	Wrong Payment - Reversal Request Rejection	WPR - 25	Customer cannot be contacted to obtain debit confirmation – **WC4**
Chargeback acceptance	A - 25	WPA successfully from the unintended customer account – **WC2**	Wrong Payment - Reversal Request Acceptance	WPA-25	WPA successfully from the unintended customer account – **WC2**
Chargeback acceptance	A - 25	Wrong Payment - Reversal Request Deemed Acceptance – **WC5**	Wrong Payment - Reversal Request Deemed Acceptance	WPD A-25	Wrong Payment - Reversal Request Deemed Acceptance – **WC5**

Annexure – C

New line items in NTSL

Dispute Adjustments			
Description	**Ref. No / RRN / date**		
Deferred Fraud Chargeback Accept FROM NT1	bank/604314808369/2026-02-12/FC	0	45004
Deferred Fraud Chargeback Accept TO HBK	NPCI26May2026130000/614516471748/2026-05-25/F3	10	0
Total Deferred Fraud Chargeback Accept Amount		**10**	**45014**
Deferred Wrong Payment - Reversal Request Acceptance FROM NT1	bank/604314201194/2026-02-12/FC	0	10
Deferred Wrong Payment - Reversal Request Acceptance TO HBK	NPCI26May2026130000/614516761307/2026-05-25/F3	10	0
Total Deferred Wrong Payment - Reversal Request Acceptance Amount		**10**	**10**
Wrong Payment - Reversal Request TO NT1	bank/604314715439/2026-02-12/F3	0	45004
Wrong Payment - Reversal Request TO NT1	bank/604314495640/2026-02-12/FC	0	10
Total Wrong Payment - Reversal Request Amount		**0**	**45014**
Wrong Payment - Reversal Request Rejection FROM NT1	bank/604314495640/2026-02-12/FC	10	0
Wrong Payment - Reversal Request Rejection FROM NT1	bank/604314715439/2026-02-12/F3	45004	0
Total Wrong Payment - Reversal Request Rejection Amount		**45014**	**0**
Adjustment Sub Total		**45034**	**90038**
Net Adjustment Amount		**0**	**45004**

Note: Raise and rejection/re-presentment of "Deferred Wrong Payment Reversal Request (WP) and Deferred Fraud Chargeback (DFC)" are non-financial. Therefore, their line items are not applicable in NTSL.

Deemed Deferred Fraud Chargeback Accept and **Deemed Deferred Wrong Payment Reversal Request Acceptance are financial disputes**, hence, new line items have been implemented in NTSL (refer above NTSL table for details).