NPCI/UPI/OC No. 241/2026 – 27 November 04, 2026

To,

All Members of Unified Payment Interface (UPI)

Subject: Revision of dispute routing logic for UPI P2M transactions in URCS

In order to facilitate handling of disputes through URCS in cases where the merchant-onboarding bank, i.e., the Payee PSP Bank, and the bank with which the merchant maintains its account, i.e., the Beneficiary Bank, are different entities, NPCI has revised the U2 P2M dispute management lifecycle. Under the revised framework, all applicable P2M disputes shall be routed to the Payee PSP instead of the Beneficiary Bank, irrespective of whether the transaction follows a two-party, three-party, or four-party model.

However, Beneficiary bank will continue to receive the P2M disputes for the timed-out transactions (refer below list for details).

1. Deferred Chargeback - Reason Code 121 & Chargeback - Reason Code 108
2. Online Refunds
3. Negative Good Faith Chargeback
4. TCC
5. Complaints Raise

This revision will enable member banks to manage all types of P2M disputes more effectively. Further, to facilitate reconciliation, dispute-related settlement entries shall be provided to Payee PSP Banks through the NTSL settlement cycles, DC1 and DC2. The corresponding details shall also be made available in the adjustment, penalty, and other applicable reports.

Key Highlights

1. The descriptions of the following reason codes have been revised for ease of reference.

Dispute	Existing Reason Code Description	New Reason Code Description
Credit Adjustment (C)	1061 - Credit not processed for cancelled or returned goods and services	1061 - Goods and services cancelled / returned
Chargeback Raise (B)	1061 - Credit not processed for cancelled or returned goods and services	1061 - Goods and services cancelled / returned
Re-presentment Raise (R)	1096 - Services/Goods provided see the supporting document	1096 - Service / Goods provided, refer to the supporting documents

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2. The following new reason codes have been added to the URCS back-office system.

Dispute	New Reason Code
Transaction Credit Confirmation (TCC)	104 - Account cannot be credited, paid to the merchant through alternate mode
Return (RET)	1061 - Goods and services cancelled / returned
	1062 - Goods and Services not as described / defective
	1063 - Paid by Alternate means
	1064 - Goods or Services Not Provided / Not Received
Refund Reversal Confirmation (RRC)	503 - Account cannot be credited, paid to the merchant through alternate mode
Deferred Representment (FR)	1096 - Service / Goods provided, refer to the supporting documents

3. Chargebacks routed to the Payee PSP shall continue to follow the existing dispute lifecycle through the final stage, i.e., PRD. Similarly, chargebacks routed to the Beneficiary Bank shall continue to be handled by the respective Beneficiary Bank until the PRD stage.
4. The revised dispute routing logic, whereby disputes are routed to the Payee PSP instead of the beneficiary bank, has also been implemented in UDIR and MyUPI.
5. Details of disputes assigned to the Payee PSP are provided in Annexure I, and details of disputes assigned to the Beneficiary Bank are provided in Annexure II. Subsequently, all existing dispute management processes, rules, timelines, and obligations shall remain unchanged. Accordingly, all dispute-related requirements, including RBI-prescribed TATs, customer compensation, NPCI non-compliance penalty, dispute resolution timelines, NTSL line items, reporting requirements, front-end and bulk dispute processes, and other associated operational guidelines, shall be processed as per the accountability of disputes (i.e. Payee PSP/Beneficiary).
6. In cases where the Payee PSP field is blank (IFSC + Account Number-based transactions), or the Payee PSP entity is NPI (BHIM Services Limited) P2M disputes will continue to be routed to the beneficiary bank and not to the Payee PSP in cases where the Payee PSP field is blank (IFSC + Account Number-based transactions), or the Payee PSP entity is NPI (BHIM Services Limited).

The above changes shall be implemented in URCS with effect from **23rd December 2026**. Disputes and adjustments raised before the effective date shall remain unaffected and shall continue to be routed under the existing dispute lifecycle.

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Details of the changes implemented in URCS are provided in enclosed Annexure – I & II.

Member banks are advised to disseminate the information contained herein to the officials concerned. Steps may be taken to implement the necessary changes in all applicable systems to ensure compliance with these guidelines.

Yours sincerely

SD/-

Giridhar GM
Chief – Customer Success

Enclosed: Annexure – I: Disputes Routing List – Payee PSP Bank
Annexure – II: Disputes Routing List – Beneficiary Bank

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Annexure – I: Disputes Routing List – Payee PSP Bank

Dispute Type	Flag	Dispute Reason Code Description	Reason Code	Actioning Bank	Responding Bank	UDIR Applicability
Returns	RET	Customer account debited but transaction confirmation not received by merchant.	1065	Payee PSP	Remitter	Not Applicable
		Goods and services cancelled / returned	1061	Payee PSP	Remitter	
		Goods and Services not as described / defective	1062	Payee PSP	Remitter	
		Paid by Alternate means	1063	Payee PSP	Remitter	
		Goods or Services Not Provided / Not Received	1064	Payee PSP	Remitter	
		Excess charges levied to user	1066	Payee PSP	Remitter	
		Account closed	114	Payee PSP	Remitter	Applicable (1, 2, 3 party TXNs only)
		Account does not exist	115	Payee PSP	Remitter	
		Party instructions	116	Payee PSP	Remitter	
		NRI account	117	Payee PSP	Remitter	
		Credit freezed	118	Payee PSP	Remitter	
		Invalid beneficiary details	119	Payee PSP	Remitter	
		Any other reason	120	Payee PSP	Remitter	
Online/UDIR Refund	REF	Goods and services cancelled / returned	1061	Payee PSP	Remitter	Applicable
		Duplicate / Multiple Transactions	1084	Payee PSP	Remitter	
		Goods or Services Not Provided / Not Received	1064	Payee PSP	Remitter	
		Customer account debited but transaction confirmation not received by merchant.	1065	Payee PSP	Remitter	
		Excess charges levied to user	1066	Payee PSP	Remitter	
Credit Adjustment	C	Goods and services cancelled / returned	1061	Payee PSP	Remitter	Not Applicable
		Duplicate / Multiple Transactions	1084	Payee PSP	Remitter	
		Goods or Services Not Provided / Not Received	1064	Payee PSP	Remitter	
		Customer account debited but transaction confirmation not received by merchant.	1065	Payee PSP	Remitter	

Dispute Type	Flag	Dispute Reason Code Description	Reason Code	Actioning Bank	Responding Bank	UDIR Applicability
		Goods and Services not as described / defective	1062	Payee PSP	Remitter	
		Paid by Alternate means	1063	Payee PSP	Remitter	
		Excess charges levied to user	1066	Payee PSP	Remitter	
		Others	1090	Payee PSP	Remitter	
		Cardholder was charged more than the transaction amount	1092	Payee PSP	Remitter	
Chargeback Raise	B	Goods or Services Not Provided / Not Received	1064	Remitter	Payee PSP	Not Applicable
		Goods and services cancelled / returned	1061	Remitter	Payee PSP	
		Goods and Services not as described / defective	1062	Remitter	Payee PSP	
		Paid by alternate means/Duplicate/Multipl e Transactions	1063	Remitter	Payee PSP	
		Account debited but transaction confirmation not received at merchant location	1065	Remitter	Payee PSP	
		Transaction not steeled within the specified timeframes	1081	Remitter	Payee PSP	
		User was charged more than the transaction amount	1085	Remitter	Payee PSP	
Representment	R	Service / Goods provided, refer to the supporting documents	1096	Payee PSP	Remitter	Not Applicable
		Government Revenue Collection Payments	210	Payee PSP	Remitter	
		No excess charges levied to user	1112	Payee PSP	Remitter	
Chargeback Acceptance	A	Attributing to the Technical issue at bank/aggregator/mercha nt	AT	Payee PSP	Remitter	Not Applicable
		Attributing to the Customer	AC	Payee PSP	Remitter	
		Merchant was unable to provide the service	1095	Payee PSP	Remitter	
		Excess charges levied to user	1113	Payee PSP	Remitter	
Deferred Chargeback	FB	Goods and services cancelled / returned	1061	Remitter	Payee PSP	Not Applicable

Dispute Type	Flag	Dispute Reason Code Description	Reason Code	Actioning Bank	Responding Bank	UDIR Applicability
		Goods and Services not as described / defective	1062	Remitter	Payee PSP	
		Paid by alternate means/Duplicate/Multipl e Transactions	1063	Remitter	Payee PSP	
		Goods or Services Not Provided / Not Received	1064	Remitter	Payee PSP	
		Account debited but transaction confirmation not received at merchant location	1065	Remitter	Payee PSP	
		User was charged more than the transaction amount	1085	Remitter	Payee PSP	
Deferred Representment	FR	Service / Goods provided, refer to the supporting documents	1096	Payee PSP	Remitter	Not Applicable
		Government Revenue Collection Payments	210	Payee PSP	Remitter	
		No excess charges levied to user	1112	Payee PSP	Remitter	
Deferred Chargeback Acceptance	FA	Excess charges levied to user	1113	Payee PSP	Remitter	Not Applicable
		Attributing to the Customer	AC	Payee PSP	Remitter	
		Attributing to the Technical issue at bank/aggregator/mercha nt	AT	Payee PSP	Remitter	
Fraud Chargeback	FC	Chargeback on Fraudulent Transaction	128	Remitter	Payee PSP	Not Applicable
Fraud Chargeback Representment	FCR	Lien marked however, customer account is not having sufficient balance to debit	130	Payee PSP	Remitter	Not Applicable
		FIR Copy / NCRP / customer complaint copies not provided for the disputed transaction for obtaining debit confirmation	131	Payee PSP	Remitter	
		Government Revenue Collection Payments	133	Payee PSP	Remitter	
		Others	132	Payee PSP	Remitter	
Fraud Chargeback Accept	FCA	Amount has been recovered successfully from the fraudulent customer account	129	Payee PSP		Not Applicable

Dispute Type	Flag	Dispute Reason Code Description	Reason Code	Actioning Bank	Responding Bank	UDIR Applicability
Complaint Raise	PBRB	Credit not processed for cancelled or returned goods & services	U021	Payer PSP	Payee PSP	Applicable
		Goods/services are not provided for approved transaction	U008	Payer PSP	Payee PSP	
		User was charged more than the transaction amount	U011	Payer PSP	Payee PSP	
		Paid by alternate means/Duplicate payment	U023	Payer PSP	Payee PSP	
Response to Complaint	PR2C	Goods/services provided	105	Payee PSP		Applicable
		Goods/services not provided	106	Payee PSP		
		No excess charges levied to user	110	Payee PSP		
		Excess charges levied to user	101	Payee PSP		
Beneficiary Generic Good-faith Credit Adjustment	BGGC	Amount recovered for fraud charge back after expiry of TAT	BGA2	Payee PSP	Remitter	Not Applicable
		Good faith request from another bank	BGA3	Payee PSP	Remitter	
		TAT expire disputes (e.g. Accept/Reject of the Dispute lifecycle, merchants refund (Credit adjustments/RET)	BGA4	Payee PSP	Remitter	
		Technical issues by bank	BGA5	Payee PSP	Remitter	
		Dispute incorrectly accepted/represented	BGA6	Payee PSP	Remitter	
Beneficiary Generic Good-faith Credit Adjustment Representment	BGRC	Account closed	BGR1	Remitter	Payee PSP	Not Applicable
		Account does not exist	BGR2	Remitter	Payee PSP	
		Party instructions	BGR3	Remitter	Payee PSP	
		NRI account	BGR4	Remitter	Payee PSP	
		Account freeze	BGR5	Remitter	Payee PSP	
		Invalid beneficiary details	BGR6	Remitter	Payee PSP	
		Any other reason	BGR7	Remitter	Payee PSP	
Beneficiary Generic Good-faith Credit Adjustment Acceptance	BGAC	Good faith Acceptance for Credit RGGC	BCA1	Remitter	Payee PSP	Not Applicable

Dispute Type	Flag	Dispute Reason Code Description	Reason Code	Actioning Bank	Responding Bank	UDIR Applicability
Beneficiary Generic Good-faith Credit Adjustment Deemed Acceptance	BGCD	Good faith Deemed Acceptance for RGGC	BCA2	Remitter	Payee PSP	Not Applicable
Remitter Generic Good-faith Credit Adjustment	RGGC	Good faith request from another bank	RGA1	Remitter	Payee PSP	Not Applicable
		TAT expire disputes	RGA2	Remitter	Payee PSP	
		Technical issues by bank	RGA3	Remitter	Payee PSP	
		Dispute incorrectly accepted/rejected	RGA4	Remitter	Payee PSP	
		Any other reason	RGA5	Remitter	Payee PSP	
Remitter Generic Good-faith Credit Adjustment Representment	BGRC	Account closed	RGR1	Payee PSP	Remitter	Not Applicable
		Account does not exist	RGR2	Payee PSP	Remitter	
		Party instructions	RGR3	Payee PSP	Remitter	
		NRI account	RGR4	Payee PSP	Remitter	
		Account freeze	RGR5	Payee PSP	Remitter	
		Invalid Remitter details	RGR6	Payee PSP	Remitter	
		Any other reason	RGR7	Payee PSP	Remitter	
Remitter Generic Good-faith Credit Adjustment Acceptance	RGAC	Good faith Acceptance for Credit BGGC	RCA1	Payee PSP	Remitter	Not Applicable
Remitter Generic Good-faith Credit Adjustment Deemed Acceptance	RGCD	Good faith Deemed Acceptance for BGGC	RCA2	Payee PSP	Remitter	Not Applicable
Remitter Good-faith Negative Chargeback	RGNB	Valid P2M chargeback and not a negative chargeback	NB2	Remitter	Payee PSP	Not Applicable
Beneficiary Acceptance to the Generic Good Faith Negative Chargeback	BGNA	Accepting P2M chargeback	NA2	Payee PSP	Remitter	Not Applicable
Beneficiary Deemed Acceptance to the Generic Good Faith Negative Chargeback	BGND	Deemed Acceptance of P2M Generic Good Faith Chargeback	ND2	Payee PSP	Remitter	Not Applicable

Dispute Type	Flag	Dispute Reason Code Description	Reason Code	Actioning Bank	Responding Bank	UDIR Applicability
Beneficiary Representment to the Generic Good Faith Negative Chargeback	BGNR	Rejecting P2M chargeback, goods/services already provided to the customer	NR2	Payee PSP	Remitter	Not Applicable
Beneficiary Representment to the Generic Good Faith Negative Chargeback	BGNR	Refund already processed	NR3	Payee PSP	Remitter	Not Applicable
Beneficiary Generic Good-faith Debit Adjustment	BGGD	IPO Claim by Sponsor/Beneficiary Banks	BGA7	Payee PSP	Remitter	Not Applicable
Beneficiary Generic Good-faith Debit Adjustment Representment	RGRD	Execution TAT expired	RGD1	Remitter	Payee PSP	Not Applicable
		Duplicate execution	RGD2	Remitter	Payee PSP	
		Initiation not done – Invalid execution	RGD3	Remitter	Payee PSP	
		Any other reason	RGD4	Remitter	Payee PSP	
Beneficiary Generic Good-faith Debit Adjustment Acceptance	RGAD	Good faith Acceptance for Debit BGGD	RDA1	Remitter	Payee PSP	Not Applicable
Beneficiary Generic Good-faith Debit Adjustment Deemed Acceptance	RGDD	Good faith Deemed Acceptance for BGGD	RDA2	Remitter	Payee PSP	Not Applicable

Annexure – II: Disputes Routing List – Beneficiary Bank

Dispute Type	Flag	Dispute Reason Code Description	Reason Code	Actioning Bank	Responding Bank	UDIR Applicability
Transaction Credit Confirmation	TCC	Beneficiary account has been credited online	102	Beneficiary	NA	Applicable
		Beneficiary account credited manually post reconciliation	103	Beneficiary	NA	
		Account cannot be credited and paid / to be processed via alternate mode	104	Beneficiary (4-party TXNs only)	NA	Not Applicable
Online/UDIR Refund	REF	Goods and services cancelled / returned	1061	Beneficiary	Remitter	Applicable
		Duplicate / Multiple Transactions	1084	Beneficiary	Remitter	
		Goods or Services Not Provided / Not Received	1064	Beneficiary	Remitter	
		Customer account debited but transaction confirmation not received by merchant.	1065	Beneficiary	Remitter	
		Excess charges levied to user	1066	Beneficiary	Remitter	
Chargeback Raise	B	Remitter account debited but beneficiary account not credited	108	Remitter	Beneficiary	Not Applicable
Representment	R	Beneficiary account credited online	208	Beneficiary	Remitter	Not Applicable
		Beneficiary account credited manually post reconciliation	209	Beneficiary	Remitter	
Chargeback Acceptance	A	Beneficiary bank unable to credit their customer account	111	Beneficiary	Remitter	Not Applicable
Deferred Chargeback	FB	TCC has been raised but customer still complaining that Beneficiary a/c is not credited	121	Remitter	Beneficiary	Not Applicable
Deferred Representment	FR	Customer a/c is credited successfully and TCC raised accordingly	123	Beneficiary	Remitter	Not Applicable
Deferred Chargeback Acceptance	FA	Customer a/c is not credited, TCC raised inadvertently	122	Beneficiary	Remitter	Not Applicable
Complaint Raise	PBRB	Account debited but transaction confirmation not received at merchant location	U022	Payer PSP	Beneficiary	Applicable
Response to Complaint	PR2C	Customer account credited online	107	Beneficiary	NA	Applicable
		Beneficiary customer could not be credited have raised	109	Beneficiary	NA	

Dispute Type	Flag	Dispute Reason Code Description	Reason Code	Actioning Bank	Responding Bank	UDIR Applicability
		credit for RC 00, return adjustment for RC RB transactions				
Beneficiary Generic Good-faith Credit Adjustment	BGGC	Amount recovered for fraud charge back after expiry of TAT	BGA2	Beneficiary	Remitter	Not Applicable
		Good faith request from another bank	BGA3	Beneficiary	Remitter	
		TAT expire disputes (e.g. Accept/Reject of the Dispute lifecycle, merchants refund (Credit adjustments/RET)	BGA4	Beneficiary	Remitter	
		Technical issues by bank	BGA5	Beneficiary	Remitter	
		Dispute incorrectly accepted/represented	BGA6	Beneficiary	Remitter	
Beneficiary Generic Good-faith Credit Adjustment Representment	BGRC	Account closed	BGR1	Remitter	Beneficiary	Not Applicable
		Account does not exist	BGR2	Remitter	Beneficiary	
		Party instructions	BGR3	Remitter	Beneficiary	
		NRI account	BGR4	Remitter	Beneficiary	
		Account freeze	BGR5	Remitter	Beneficiary	
		Invalid beneficiary details	BGR6	Remitter	Beneficiary	
		Any other reason	BGR7	Remitter	Beneficiary	
Beneficiary Generic Good-faith Credit Adjustment Acceptance	BGAC	Good faith Acceptance for Credit RGGC	BCA1	Remitter	Beneficiary	Not Applicable
Beneficiary Generic Good-faith Credit Adjustment Deemed Acceptance	BGCD	Good faith Deemed Acceptance for RGGC	BCA2	Remitter	Beneficiary	Not Applicable
Remitter Generic Good-faith Credit Adjustment	RGGC	Good faith request from another bank	RGA1	Remitter	Beneficiary	Not Applicable
		TAT expire disputes	RGA2	Remitter	Beneficiary	
		Technical issues by bank	RGA3	Remitter	Beneficiary	
		Dispute incorrectly accepted/rejected	RGA4	Remitter	Beneficiary	
		Any other reason	RGA5	Remitter	Beneficiary	
Remitter Generic Good-faith Credit Adjustment Representment	BGRC	Account closed	RGR1	Beneficiary	Remitter	Not Applicable
		Account does not exist	RGR2	Beneficiary	Remitter	
		Party instructions	RGR3	Beneficiary	Remitter	
		NRI account	RGR4	Beneficiary	Remitter	
		Account freeze	RGR5	Beneficiary	Remitter	
		Invalid Remitter details	RGR6	Beneficiary	Remitter	
		Any other reason	RGR7	Beneficiary	Remitter	

Dispute Type	Flag	Dispute Reason Code Description	Reason Code	Actioning Bank	Responding Bank	UDIR Applicability
Remitter Generic Good-faith Credit Adjustment Acceptance	RGAC	Good faith Acceptance for Credit BGGC	RCA1	Beneficiary	Remitter	Not Applicable
Remitter Generic Good-faith Credit Adjustment Deemed Acceptance	RGCD	Good faith Deemed Acceptance for BGGC	RCA2	Beneficiary	Remitter	Not Applicable
Remitter Good-faith Negative Chargeback	RGNB	Valid P2M chargeback and not a negative chargeback	NB2	Remitter	Beneficiary	Not Applicable
Beneficiary Acceptance to the Generic Good Faith Negative Chargeback	BGNA	Accepting P2M chargeback	NA2	Beneficiary	Remitter	Not Applicable
Beneficiary Deemed Acceptance to the Generic Good Faith Negative Chargeback	BGND	Deemed Acceptance of P2M Generic Good Faith Chargeback	ND2	Beneficiary	Remitter	Not Applicable
Beneficiary Representment to the Generic Good Faith Negative Chargeback	BGNR	Rejecting P2M chargeback, goods/services already provided to the customer	NR2	Beneficiary	Remitter	Not Applicable
Beneficiary Representment to the Generic Good Faith Negative Chargeback	BGNR	Refund already processed	NR3	Beneficiary	Remitter	Not Applicable
Beneficiary Generic Good-faith Debit Adjustment	BGGD	IPO Claim by Sponsor/Beneficiary Banks	BGA7	Beneficiary	Remitter	Not Applicable
Beneficiary Generic Good-faith Debit Adjustment Representment	RGRD	Execution TAT expired	RGD1	Remitter	Beneficiary	Not Applicable
		Duplicate execution	RGD2	Remitter	Beneficiary	
		Initiation not done – Invalid execution	RGD3	Remitter	Beneficiary	
		Any other reason	RGD4	Remitter	Beneficiary	
Beneficiary Generic Good-faith Debit Adjustment Acceptance	RGAD	Good faith Acceptance for Debit BGGD	RDA1	Remitter	Beneficiary	Not Applicable

Dispute Type	Flag	Dispute Reason Code Description	Reason Code	Actioning Bank	Responding Bank	UDIR Applicability
Beneficiary Generic Good-faith Debit Adjustment Deemed Acceptance	RGDD	Good faith Deemed Acceptance for BGGD	RDA2	Remitter	Beneficiary	Not Applicable