

# Reference Document for processing of applications made in Public Issues through Unified Payments Interface (UPI)

## Introduction:

The Securities and Exchange Board of India (“SEBI”) vide circular dated November 8, 2019 extended the timeline for implementation of Phase II of Unified Payments Interface (“UPI”) with Application Supported by Blocked Amount and provided revised timelines/ activities for the T+6 settlement of Public Issues including through the UPI mechanism (“SEBI Circular”). Terms not defined in this note shall have the same meaning as ascribed to them in the SEBI Circular.

The purpose of this document is to create a ready reference containing the standardized process for various participants, especially the Sponsor Banks/ Issuer Banks, covering the following key activities relating to handling of applications received through the UPI channel in Public Issues:

- I. Issue set-up by Stock Exchanges and Sponsor Bank in their respective platforms
- II. Key activities during the Issue Period
  - 1) Submission of UPI bids by Investor to Intermediaries and upload of UPI bids with Stock Exchange(s)
  - 2) Bid validation and forwarding of valid bids by Stock Exchange(s) to Sponsor Bank for blocking of funds
  - 3) Mandate creation lifecycle/ activities
  - 4) Mandate modification
  - 5) Re-initiation of bids
  - 6) Cancellation of bids
  - 7) Extension of the Issue Period
  - 8) Daily Reconciliation and Reporting by Sponsor Bank during the Issue Period
- III. Protocols for Web API based communications and file based interface
- IV. Timelines for acceptance of UPI bids by Sponsor Bank and Investor mandate acceptance on T+1 day
- V. Reconciliation and issuance of Final Certificate by Sponsor Bank
- VI. Reporting after the Issue has closed
- VII. Final Fund Transfers: Debit and Revoke Processing
- VIII. Withdrawal of the Issue
- IX. Investor Grievances

Please also refer to circular no. NPCI/UPI/OC No.78 /2019-20 dated January 27, 2020 issued by NPCI relating to reconciliation and handling of declined/ timed out transactions in UPI for one time mandate block transaction types.

Kindly note that certain activities mentioned in this document may be under development. You are requested to contact the Sponsor Bank, Stock Exchange(s) and NPCI for further details.

**I. Issue set-up by Stock Exchanges and Sponsor Bank in their respective platforms**

***1) Issue set-up by Stock Exchanges***

- a) The Stock Exchange(s) will set-up the issue on its book building platform based on the Issue details provided by the Book Running Lead Managers (“**BRLMs**”).
- b) The Stock Exchange(s) are expected to set-up the issue on its platform on or before 5:00 PM one day prior to Issue opening date, subject to receipt of Issue details from the BRLMs.
- c) The Stock Exchange(s) will push the Issue master details to the Sponsor Bank upon completion of Issue set-up on its book building platform through Application Programming Interface (“**API**”).

***2) Issue set-up by Sponsor Bank***

The Sponsor Bank may take necessary documents from the Issuer to complete its on-boarding process and should have its internal set-up in place at-least before the Red Herring Prospectus is filed with the Registrar of Companies. The Sponsor Bank is required to fetch the Issue master from the Stock Exchange(s) and configure certain pre-specified merchant parameters with National Payments Corporation of India (“**NPCI**”), as provided in **Annexure J**, at-least one day before the Issue opening date by 7:00 PM. A copy of the aforesaid merchant parameters must also be sent to NPCI at-least one day before the Issue opening date by 7:00 PM. Furthermore, the Sponsor Bank is also required to ‘white list’ the UPI ID of the Sponsor Bank with NPCI at-least 1 day before the Issue opening date. The Sponsor Bank should conduct a mock session with NPCI at-least one day before the Issue opening date.

**II. Key activities during the Issue Period (including Issue closing date (hereinafter referred to as the “T” date))**

**1) Submission of UPI bids by Investor to Intermediaries and upload of UPI bids with Stock Exchange(s)**

a) During the Issue Period, Retail Investors may use the UPI mechanism and submit applications with any of the entities mentioned below (hereinafter referred as ‘Intermediaries’):

- Syndicate member (or sub-syndicate member)
- Stock broker registered with a recognized stock exchange (and whose name is mentioned on the website of the stock exchange as eligible for this activity) (‘broker’)
- Depository participant (‘DP’) (whose name is mentioned on the website of the stock exchange as eligible for this activity)
- Registrar to an issue and share transfer agent (‘RTA’) (whose name is mentioned on the website of the stock exchange as eligible for this activity)

Such Retail Investors must also provide their UPI ID in the bid-cum-application form.

b) After accepting the bid-cum-application form, the relevant Intermediary will capture and upload the relevant bid details, including UPI ID, in the electronic bidding system of the Stock Exchange(s).

**2) Bid validation and forwarding of valid bids by Stock Exchange(s) to Sponsor Bank for blocking of funds**

a) The Stock Exchange(s) shall validate the electronic bid details with the depository’s records for DP ID/ Client ID and PAN combination, on a real time basis through API integration and bring the inconsistencies to the notice of the Intermediaries concerned, for rectification and re-submission within the time specified by the Stock Exchange(s).

The Stock Exchange(s) will send a message/ SMS once the bid details are uploaded on the stock exchange platform and verified by the depository, at the end of the day.

b) The Stock Exchange(s) will share valid bid details including the UPI ID with the Sponsor Bank on a continuous basis during the Issue Period through API integration, to enable

the Sponsor Bank to initiate the process of mandate request on Investors for blocking of funds.

- c) Sponsor Bank may not accept bid details from the Stock Exchanges post 11:00 AM on T+1.**

### **3) Mandate creation lifecycle/ activities**

Key activities/ responsibilities include the following:

#### **a) Sponsor Bank**

- On receipt of bid details from the Stock Exchange(s), the Sponsor Bank will initiate a mandate collect request (i.e., request on the Investor to authorize blocking of funds equivalent to applicant amount) through NPCI. The Sponsor Bank shall ensure that all the bids received from Stock Exchange(s) are pushed to NPCI.
- If the investor has bid for 3 different prices/ different quantities/ same quantities/ same price with the same application number, the Sponsor Bank should take the highest amount and the collect request should be sent on that amount.
- The collect request should also contain the start date, end date and the expiry date. The customer acceptance date should always be before the mandate end date. The mandate end date should be kept as T+15/ or any date as decided by the Issuer/ Stock Exchange(s).
- Sponsor Bank shall ensure that all the responses received from NPCI are sent to the Stock Exchange(s) platform with detailed error code and description, as applicable.
- Interim response to be sent by the Sponsor Bank to the Stock Exchange(s), post successful collect request has been received in the customer application, should be Response Code (RC) 10 (Stock Exchanges to change nomenclature from "Block/Release Request accepted by Sponsor Bank" to "Request sent to Investor's UPI App for Acceptance").
- The Sponsor Bank shall be responsible for daily reconciliation and reporting during the Issue Period (including Issue closing date), as summarized in section II(5) below.

**b) NPCI**

- NPCI shall ensure that all the bid requests received from the Sponsor Bank are pushed to the corresponding payment system participants of the Issuer Banks.
- NPCI shall further facilitate the flow of responses from the Issuer Banks to the Sponsor Bank.
- NPCI will make available the mandate related UPI settlement files and raw data files on its portal on a daily basis for download by the Sponsor Bank/ Issuer Banks after every settlement cycle.
- NPCI shall coordinate with the Sponsor Bank/ Issuer Banks on continuous basis.

**c) Issuer Banks**

- Issuer Bank(s) shall process all incoming bid requests from NPCI and are responsible to ensure blocking of funds after the customer has authorized the fund block on his bank account using the UPI PIN.
- Issuer Bank(s) must ensure that the funds are blocked till the mandate end date as set by the Sponsor Bank or till the debit/ revoke execution of the mandate, whichever happens first. If the debit/ revoke request is not received within T+15 days or as decided by the Issuer/ Stock Exchange(s), the blocked amount needs to be unblocked and auto-released into the Investor's account.
- Furthermore, Issuer Banks will be responsible for the following:
  - Validation of the UPI PIN.
  - Storing the digital signature and maintaining the index of signature (especially if the customer changes the signature in between the creation and execution of the mandate).
  - Downloading the mandate related UPI settlement files and raw data files from NPCI's RGCS portal on daily basis after every settlement cycle and conducting a reconciliation with Banks UPI switch data, CBS data and the UPI raw data. Such reconciliation should be kept in the records of the Issuer Bank.
  - In case the Issuer Bank receives the remitter time out failure response from UPI for mandate create requests, any funds blocked in the customer's bank account must be unblocked online. For such cases the Issuer Bank should send a message confirming unblock to the Investor.

- Sending the responses of mandate requests to NPCI and, more particularly, in case of failures/ declines, populating the correct reason codes (“RC”)/ error code (“EC”) to NPCI.
- Post successful creation of the mandate, a notification should be provided to the Investor.
- Issuer Bank will be held liable if the requested fund is not blocked in the customer’s account to a successful response posted by the Issuer Bank to NPCI.

**d) Investor Payment Service Provider (PSP)**

PSP refers to the UPI application service provider where the Investor adds his/ her bank account. The Investor’s UPI ID will be based on the PSP and the Investor will be operating on the PSP which is linked to the Issuer Bank’s account. Only those banks and PSPs will be eligible to participate in Public Issues through UPI that are in the list of eligible entities with SEBI.

- Investor PSP should have the functionality of accepting the UPI mandate request and should have the ability to open the refurl tag in which the Investor can view the invoice.
- Investor PSP must be sponsored by any of the SCSBs.
- The Unique Mandate Number (UMN) will be generated post the response from the Investor PSP application.
- When Investor PSP times out the transaction then it will be treated as a failure and will be communicated to the Sponsor Bank through NPCI.

In case of any transaction getting timed-out, the transaction may be re-initiated through the relevant Intermediary/ Stock Exchange(s).

**4) Mandate modification**

The Investor may wish to modify filed like price, quantity bid during the Issue Period and may initiate a modification request through an Intermediary. The Intermediary will register the request using the electronic bidding system of the Stock Exchange(s), from where it will be directed to the Sponsor Bank for further processing through NPCI/ Issuer Banks.

Requests for modification mandate should not be allowed after 5:00 PM on the Issue closing date or such other timing decided by the Issuer/ Stock Exchange(s). Please refer to section III

below for acceptance of bids by Sponsor Bank from Stock Exchanges for which selected fields have been modified on T+1.

Key additional activities/ responsibilities include the following:

**a) Sponsor Bank**

- Sponsor Bank will send the modification request with the revised price to the Investor PSP/ Issuer Bank through NPCI.
- The UMN number of the modification mandate should be the same as the initial mandate request. The mandate initiation flag should be 'M' - 'Modify'.
- Only the amount will be allowed to be modified. The Sponsor Bank must ensure that all other parameters, except the amount are the same in the modification request that is initiated.
- Sponsor Bank shall ensure that all the responses received from NPCI on modification requests are sent to the Stock Exchange(s) platform with detailed error code and description, as applicable.

**b) NPCI**

- NPCI shall ensure that all the modification requests received from the Sponsor Bank are pushed to the Investor PSP/ Issuer Banks.
- NPCI will make available the mandate related UPI settlement files and raw data files on its RGCS portal on a daily basis which the Sponsor Bank/ Issuer Banks need to download and reconcile after every settlement cycle.

**c) Issuer Banks**

- Issuer Bank(s) shall ensure that only the modified amount is blocked in the customer's account.
- Post successful modification of the mandate, a notification should be provided to the Investor.
- Issuer Bank should keep the initial mandate block on the account if the modification is failed due to timeout scenarios.
- In case of any declines/ failures, the reason of the same has to be populated correctly and should be informed to the Sponsor Bank through NPCI.

**d) Investor PSP**

- In case modification is successful then the PSP has to store the digital signature of the modification success request. In case the modification has failed then the PSP shall store the digital signature of the creation request and not the digital signature of the failed modification request.

**5) Re-initiation of bids**

- a) On re-initiation of bids the flag is received as "R" from the Stock Exchanges with updated sequence number against the original app no.
- b) On receipt of the "R" flag, Sponsor Bank will send "CREATE" mandate request to respective Payer PSP.
- c) The customer will open the PSP app and authorize the transaction received – A hold will be successfully created in the customer's account.
- d) If there are multiple re-initiate requests present in the customer app and if customer tries to approve the transaction then one of the mandates will be successful and rest will be declined.

**6) Cancellation of bids**

- a) On cancellation of bids the flag is received as "C" from the Stock Exchanges with updated sequence number against the original app no.
- b) The Stock Exchange will send the cancel request to the Sponsor Bank as soon as it receives a bid cancel request from the Trading Member.
- c) On receipt of "C" flag, Sponsor Bank sends "REVOKE" mandate request to respective Payer PSP which is passed to the Issuer Bank for revocation against the active mandate as no authorization is required in revocation.



## 7) Extension of the Issue Period

- a) The Issuer may decide to extend the Issue Period in terms of applicable SEBI regulations. In such cases, the Issuer/ BRLMs will inform the Stock Exchange(s). Before the revised Issue opening date, the Stock Exchange(s) will push the revised Issue master details to the Sponsor Bank. The Sponsor Bank will fetch the Issue master from the Stock Exchange(s) and also send relevant details to the NPCI.
- b) While deciding the revised Issue Period, participants should note that at the time of commencement of the original Issue Period, the mandate end date would have been designated at T+15, where T would be the original Issue closing date. As per current systems, all blocked amounts would be unblocked and auto-released into the Investor's account on T+15 and this could have an impact on the settlement of Public Issues where the Issuer Period has been extended. Participants should also consult the Sponsor Bank, NPCI and Registrar in this regard.***

## 8) Daily Reconciliation and Reporting by Sponsor Bank during the Issue Period

- a) Please refer to the SEBI Circular for details of the reconciliation steps to be conducted on daily basis for UPI applications. More particularly, as per the SEBI Circular, the daily reconciliation to be conducted by the Sponsor Bank includes the following:
- Sponsor Bank shall do a reconciliation of bid requests received from Stock Exchange(s) and sent to NPCI.
  - The Sponsor Bank shall download the mandate related UPI settlement files and raw data files from NPCI portal on daily basis after every settlement cycle and shall do a reconciliation with the Sponsor Bank's UPI switch data, CBS data and the UPI raw data.
  - Sponsor Bank shall do a reconciliation of bid responses received from NPCI and sent to Stock Exchange(s).
  - Sponsor Bank shall do a final reconciliation of all bid requests and responses throughout their lifecycle on daily basis and share the consolidated report not later than 7:00 PM to the Merchant Banker.

- b) To facilitate such daily reconciliation and reporting by the Sponsor Bank, (i) the Sponsor Bank shall download raw data file from NPCI's RGCS portal and (ii) each Stock Exchange shall provide the Exchange File to the Sponsor Bank. These files will be created as at a cut-off time of 5:00 PM on a daily basis and made available to the Sponsor Bank by 5:30 PM.
- c) The Exchange File provided by the Stock Exchanges to the Sponsor Bank will include unique applications with the last available status of the UPI application reported to the Stock Exchanges and the number of securities bid per application.
- d) The Stock Exchanges shall run Query API for pending bids (RC 10 cases) after close of bidding on a daily basis and before sharing the Exchange file with the Sponsor Bank. The Sponsor Bank should ensure that the necessary infrastructure is in place to handle the volume of queries fired by the Query API.
- e) The format of the consolidated report to be provided by the Merchant Banker to SEBI on a daily basis in terms of the SEBI Circular (including information to be provided by the Sponsor Bank and Stock Exchanges) is enclosed as **Annexure II(A)**.

### **III. Protocols for Web API based communications and file based interface**

The Stock Exchanges shall make available a standard document that describes the protocols for Web API based authentication, communication and messaging between the Stock Exchanges and the Sponsor Bank. The document also gives details on file based interface with the Registrars, Stock Exchanges and Sponsor Bank. You are requested to contact the Stock Exchanges for the same.

### **IV. Timelines for acceptance of UPI bids by Sponsor Bank and Investor mandate acceptance on T+1**

- 1) Sponsor Bank should not accept bid details from Stock Exchanges post 11:00 AM on T+1.

The Stock Exchanges can send valid bids for which selected fields have been modified by Intermediaries (as allowed by SEBI guidelines DP ID/ Client ID or Pan ID (Either DP ID/ Client ID or Pan ID can be modified but not both), bank code and location code) upto 11:00 AM on T+1 to the Sponsor Bank and such bids must be processed by the Sponsor Bank. These bids have been registered in the electronic bidding system of the Stock Exchange upto the Issue

closing date, and modification of selected fields are allowed as per SEBI guidelines upto 11:00 AM on T+1. While such bids will be “New” for the Sponsor Bank, it is clarified that Intermediaries are not allowed to place new bids on T+1.

- 2) Sponsor Bank shall initiate request for blocking of funds of Investors, with confirmation cut off-time of 12:00 PM.
- 3) Applicant/ Investor should accept mandate request for blocking of funds prior to cut off-time of 12:00 PM. All pending requests after the cut-off time would lapse.
- 4) Furthermore, modification requests that are initiated by Investors need to be authorized by the Investors with the UPI PIN upto 12:00 PM.
- 5) Currently payer initiated UPI bids are not allowed to the designated IPO UPI ids and the Sponsor Bank/ payee PSP is expected to keep a check on the same.

#### **V. Reconciliation and issuance of Final Certificate by Sponsor Bank**

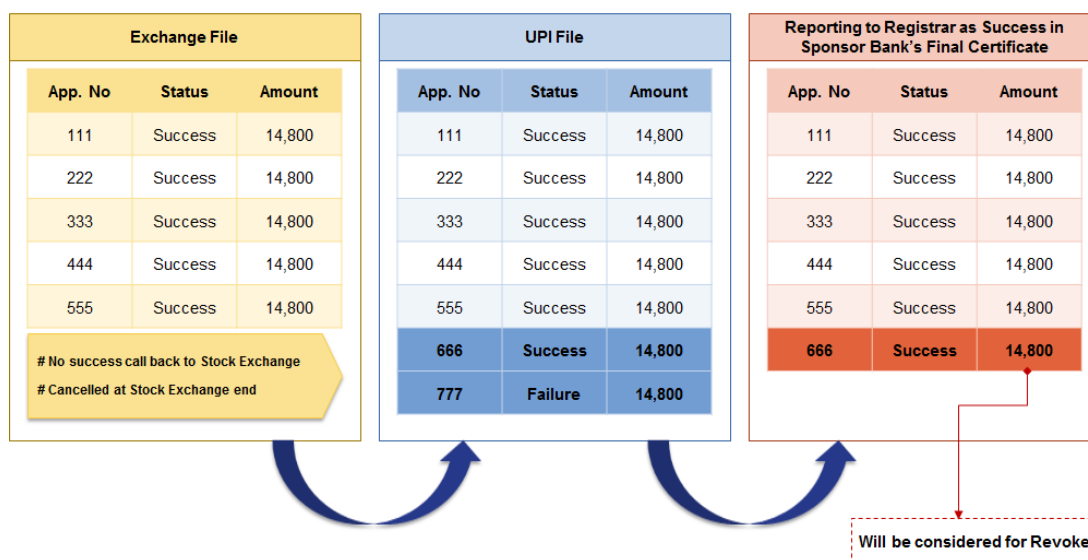
The typical process flow of the reconciliation process will be as follows;

- 1) On T+1 the Sponsor Bank will procure (i) the Exchange File from the Stock Exchanges by, on or around 2:00 PM, (ii) the NPCI raw data from the NPCI by, on or around 2:00 PM.
- 2) The Exchange File provided by the Stock Exchanges to the Sponsor Bank will include unique applications with the last available status of the UPI application reported to the Stock Exchanges and the number of securities bid per application. The Exchange File provided to the Sponsor Bank should not include information on invalid bids (where there is a mismatch of DP ID/ Client ID and PAN combination between the electronic bid details and the records of the depositories; refer to section II(2)(a) above). Such information may be provided in the file provided by the Stock Exchanges to the Registrar. The Sponsor Bank will generate its consolidated switch data.
- 3) Based on the above, the Sponsor Bank shall conduct a final reconciliation of the Exchange File, Sponsor Bank switch data and NPCI raw data, and create the final reconciliation file(s).

- 4) The Sponsor Bank will send the Final Certificate including confirmation of funds blocked to the Registrar through the Stock Exchange(s) not later than 6:00 PM on T+1. The file will be given by the Sponsor Bank to the Registrar via Secure File Transfer Protocol (SFTP) (server hosted on Stock Exchange premise). The Registrar shall reconcile the compiled data received from the Stock Exchanges and the Sponsor Bank in terms of the SEBI Circular.
- 5) The common identifiers between the Exchange File, Sponsor Bank switch data and NPCI raw data are given below:

Exchange File	Sponsor Bank switch data	NPCI raw data
Pay Ref no	Custref /Txn id	Custref /Txn id
UMN	UMN	UMN
App no.	App no.	Ref Id

- 6) The objective of the reconciliation process is to ensure that the Final Certificate issued by the Sponsor Bank covers all applications bid through the UPI mechanism reconciled between the Exchange File, Sponsor Bank switch data and NPCI raw data. Please refer to the grid in **Annexure III** for indicative scenarios for issuance of the Final Certificate by the Sponsor Bank.
- 7) It is clarified that all 'Success' transactions at Sponsor Bank/ NPCI end should be reported to the Registrar irrespective the transactions not being present in the Exchange File. An illustration of the same is as below:



**Issuer Banks should note that as per the SEBI Circular, third party confirmation process will be initiated by the Registrar. Issuer Banks are required to provide confirmation on the third party applications to the Registrar not later than 9:00 PM on T+2.**

## **VI. Reporting after the Issue has closed**

As per the SEBI Circular, the Sponsor Bank is required to share certain reports including the following (Please refer to the SEBI Circular for more details of the reportings to be made by the Sponsor Bank after the Issue closing date):

- 1) On T+1, after the closure of modification and mandate acceptance by applicant, the Sponsor Bank shall share the final consolidated data as per the format given in **Annexure II(A)** hereto with the Merchant Banker no later than 8:15 PM. Furthermore, the Registrar shall provide the non-UPI data in the format given in Annexure II(A).

In addition, the Sponsor Bank shall provide the **error description analysis report** (including bank-wise information) received from NPCI to the Merchant Banker in the indicative formats provided in **Annexure II(B)** not later than 8:15 PM. NPCI shall share the analysis of failures in UPI mandate transactions, duly classifying them into business declines and technical declines and further sub-classifying them as per their error descriptions to the Sponsor Bank not later than 8:00 PM.

The above reports by the Sponsor Bank shall be based on MIS provided by NPCI (including bank-wise information) and final status of applications in the Sponsor Bank's reconciliation file used for issuance of the Final Certificate.

- 2) On T+4, the Sponsor Bank, on the basis of NPCI's raw data file and in coordination with Issuer Banks, shall share the data points 4 to 8 mentioned in Annexure 'B' of the SEBI Circular (relating to status of UPI related debit/ unblock requests of allottees/ non-allottees) with the Registrar by 7:00 PM.

#### **VII. Final Fund Transfers: Debit and Revoke Processing**

- 1) On receipt of the Final Certificate from the Sponsor Bank and completion of reconciliation by the Registrar, the Registrar shall issue instructions to the Sponsor Bank in a file for revoke/ unblocking of funds for UPI cases where funds have been blocked as per the Sponsor Bank's Final Certificate, but the corresponding bids are not present in the Exchange File. Please refer to paragraph (5) below in case the online revoke/ unblocking fails.
- 2) On approval of the basis of allotment by the designated stock exchange, the Registrar will issue funds transfer instructions to the Sponsor Bank in two separate files:
  - a) One file for debit processing; and
  - b) One file for revoke/ unblocking of funds (other than cases mentioned in 1 above).

In the event the above files are received by the Sponsor Bank on or before 6:00 PM, it will initiate the online execution for debit and revoke/ unblocking on the same day; If the file is received by the Sponsor Bank after 6:00 PM, it will initiate the online execution for debit and revoke/ unblocking by 10:00 AM of the next working day or any other timeline as instructed by the Registrar, in consultation with the Issuer and the Merchant Bank.

- 3) The indicative mechanism for sharing of debit and revoke/ unblocking files is summarized below:
  - a) The Registrar will send the final fund transfer and release files to the Sponsor Bank using SFTP server hosted by the designated stock exchange. The files will be placed in home directory of the Registrar.
  - b) Once file with extension .zip is detected, the Stock Exchange system will move the file to home directory of the Sponsor Bank on the SFTP server. Stock Exchange system will only

validate the name of the file. Stock Exchange system will not read or validate the contents of the file.

- c) The Sponsor Bank would pick the file and move the file to “archive” directory available in the home directory of the Sponsor Bank on SFTP server.
  - d) After processing the file, the Sponsor Bank will put response file in its home directory. Mechanism similar to one used by the Registrar to prevent processing of in-transit files will have to be employed by the Sponsor Bank as well.
  - e) The Stock Exchange system will move the response file to the home directory of the Registrar.
  - f) The Registrar would pick the response file and move the same to “archive” directory available in its home directory.
  - g) The response file will then be processed by the Registrar system.
  - h) For details on the interface, fund transfer/ release file formats, response file formats etc., please refer to the standard document available with the Stock Exchanges that describes the protocols for Web API based authentication, communication and messaging between the Stock Exchanges, Sponsor Bank and Registrar. You are requested to contact the Stock Exchanges for the same.
- 4) In case of revoke/ unblocking, there is a possibility of the revoke/ unblock transactions failing in the online attempt.
- a) In case of failure, these transactions should be re-initiated by the Sponsor Bank. The Sponsor Bank can conduct multiple re-initiation attempts (at-least a minimum of 3) on the date of receipt of the file from the Registrar and following through to the next working day (as maybe required) till 4:00 PM.
  - b) Post 4:00 PM of the next working day, Issuer Banks shall pick-up the remaining records for offline revoke from the RGCS Report of NPCI. Please refer to circular no. NPCI/UPI/OC No.78 /2019-20 dated January 27, 2020 issued by NPCI.

5) Similar to the online cases of revoke/ unblocking, there is a possibility of the debit transactions getting failed in the online attempt.

a) In case of failure, these transactions should be re-initiated by the Sponsor Bank. The Sponsor Bank can conduct multiple re-initiation attempts (at-least a minimum of 3) on the date of receipt of the file from the Registrar and following through to the next working day (as maybe required) till 4:00 PM.

b) Post 4:00 PM of the next working day, Sponsor Bank is required to place a request through NPCI to the Issuer Banks for offline recovery of funds of the of the failed debit transactions. The Issuer Banks shall refer to the NPCI RGCS report for further validation of the offline request. Please refer to circular no. NPCI/UPI/OC No.78 /2019-20 dated January 27, 2020 issued by NPCI.

6) Sponsor Banks and the Stock Exchange(s) will develop a system for reporting of status of execution of debit and revoke/ unblock. An indication of the same is given below. Please contact the Sponsor Bank and Stock Exchange(s) for further details on the same.

a) At the end of each day when online execution for debit and revoke/ unblocking is taking place, the Sponsor Bank shall provide separate files with the status of (i) online debits and (ii) online revoke/ unblocking to each of the Stock Exchanges. Based on these files, each Stock Exchange shall provide the status to Investors as below:

<b>File Status in as per Debit/ Unblock File provide by Sponsor Bank</b>	<b>Status of Debit/ Unblock to be provided by the Stock Exchanges</b>
Debit Success	"Debit Successful"
Revoke/ Unblock Success	"Unblock Successful"
Success where there is part Debit and Revoke/ Unblock	"Debt/ Unblock Successful"
Debit/ Revoke/ Unblock Failure	"Debit/ Unblock Under Process"



- b) On the completion of the last online re-initiation of debit and revoke/ unblocking by the Sponsor Bank and commencement of offline debit and revoke/ unblocking, the Sponsor Bank shall provide separate files (on a cumulative basis) with the final status of (i) online debits and (ii) online revoke/ unblocking to each of the Stock Exchanges. Based on these files, each Stock Exchange shall provide the status to Investors as below:

<b>File Status in as per Debit/ Unblock File provide by Sponsor Bank</b>	<b>Status of Debit/ Unblock to be provided by the Stock Exchanges</b>
Debit Success	“Debit Successful”
Revoke/ Unblock Success	“Unblock Successful”
Success where there is part Debit and Revoke/ Unblock	“Debt/ Unblock Successful”
Debit/ Revoke/ Unblock Failure	“Debit/ Unblock Under Process with Applicant’s Bank. Applicants are requested to contact the Applicant’s Bank for any clarifications”

- c) Sponsor Bank will provide reporting on successful/ unsuccessful debits/ unblocking upto the final online debit/ revocation attempt. Kindly note that once the remaining records are taken-up for offline revoke/ debit, no further reporting by the Sponsor Bank would be possible as these are conducted in offline mode.

- 7) Sponsor Bank will transfer the UPI credits received to the Public Issue Account to the extent of unique applications to which allotment is made (as per file provided by the Registrar).

**VIII. Withdrawal of the Issue**

- 1) In case of withdrawal/ failure of the Issue, the Registrar will provide a file for revoke/ unblocking of funds to the Sponsor Bank. In the event such file is received by the Sponsor Bank on or before 6:00 PM, it will initiate the online execution for revoke/ unblocking on the same day; If the file is received by the Sponsor Bank after 6:00 PM, it will initiate the online

execution for revoke/ unblocking by 10:00 AM of the next working day or any other timeline as instructed by the Registrar, in consultation with the Issuer and the Merchant Bank.

- 2) The indicative mechanism for sharing of the revoke/ unblocking file is the same as paragraph (VI)(3) above.
- 3) There is a possibility of the revoke/ unblock transactions failing in the online attempt.
  - a) In case of failure, these transactions should be re-initiated by the Sponsor Bank. The Sponsor Bank can conduct multiple re-initiation attempts (at-least a minimum of 3) on the date of receipt of the file from the Registrar and following through to the next working day (as maybe required) till 4:00 PM.
  - b) Post 4:00 PM of the next working day, Issuer Banks shall pick-up the remaining records for offline revoke from the RGCS Report of NPCI. Please refer to circular no. NPCI/UPI/OC No.78 /2019-20 dated January 27, 2020 issued by NPCI.
- 4) The Stock Exchange(s) shall develop a system for reporting of the status of execution of revoke/ unblock based on information provided by the Sponsor Bank as given below. Please contact the Sponsor Bank and Stock Exchange(s) for further details on the same.
  - a) At the end of each day when online execution for revoke/ unblocking is taking place, the Sponsor Bank shall provide a separate file with the status of online revoke/ unblocking to each of the Stock Exchanges. Based on these files, each Stock Exchange shall provide the status to Investors as below:

<b>File Status in as per Unblock File provide by Sponsor Bank</b>	<b>Status of Unblock to be provided by the Stock Exchanges</b>
Revoke/ Unblock Success	“Unblock Successful”
Revoke/ Unblock Failure	“Unblock Under Process”

- d) On the completion of the last online re-initiation of revoke/ unblocking by the Sponsor Bank and commencement of offline revoke/ unblocking, the Sponsor Bank shall provide

a separate file (on a cumulative basis) with the final status of online revoke/ unblocking to each of the Stock Exchanges. Based on these files, each Stock Exchange shall provide the status to Investors as below:

File Status in as per Unblock File provide by Sponsor Bank	Status of Unblock to be provided by the Stock Exchanges
Revoke/ Unblock Success	“Unblock Successful”
Revoke/ Unblock Failure	“Unblock Under Process with Applicant’s Bank. Applicants are requested to contact the Applicant’s Bank for any clarifications”

- e) Sponsor Bank will provide reporting on successful/ unsuccessful unblocking upto the final online revocation attempt. Kindly note that once the remaining records are taken-up for offline revoke, no further reporting by the Sponsor Bank would be possible as these are conducted in offline mode.

**IX. Investor Grievances**

- 1) The Sponsor Bank shall provide a common e-mail and contact details of designated employees who the Merchant Banker, Registrar, Issuer, Investor may contact in case of any grievances/ complaints relating to UPI applications. The Sponsor Bank shall extend full cooperation in responding to any grievances/ complaints relating to the UPI mechanism in a timely manner.
- 2) Once records are referred for offline debit and revoke/ unblocking, the Sponsor Bank may refer queries/ grievances/ complaints relating to such offline debit and revoke/ unblocking to the relevant Issuer Bank, and the Issuer Bank will be responsible for redressing the same.
- 3) Please refer to the SEBI Circular for further information on the approach for redressal of Investor complaints, liability to compensate Investors etc.

### Annexure I

**Pre-specified merchant parameters to be configured by Sponsor Bank with NPCI at-least 1 day prior to Issue opening date**

<b>Sr. No.</b>	<b>Details</b>	
1.	Name of the IPO (Max length is 99 characters)	
1.	IPO Issue type ( Mainboard/SME/NCD/others, please specify)	
2.	IPO UPI IDs and Handles used. Nomenclature for the UPI ID – ipo.issuername@bankhandle	
3.	Issue Opening date, Issue Closing date	
4.	Mandate Start Date, Mandate Collect Expiry Date and Time, Mandate End date (Issue closing data + 15 days or as decided) configured as per the IPO Master shared by the exchange.	
5.	Has the above handle/s been whitelisted at NPCI as a Verified Merchant in UPI	
6.	MCC & Purpose Code	<b>MCC 6211</b> <b>Purpose Code : 01</b>
7.	Invoice in the inbox functionality enabled (Yes/No)	
8.	Payer initiated transaction to disabled	
9.	SPOC for the IPO Issue	
	i. Contact Person Name	
	ii. Contact details	
	ii. Toll free no. (if any)	
	iv. e-mail id	
10.	Daily Reconciliation set up in place (Yes/No)	
11	Prim-facie check on the handles that are allowed to participate in UPI based IPO transactions, (Refer SEBI website for the latest list of eligible entities).	

**Annexure II(A)**

**Format of Consolidated Report by Merchant Banker to SEBI on a daily basis (including information to be provided by the Sponsor Bank and Stock Exchanges)**

Stock Exchanges	Bank ASBA (1)		Syndicate ASBA										
	No. of Unique Applications	No. of Shares Blocked	Online (2)		UPI (3)								
			No. of Unique Applications	No. of Shares Blocked	No. of Unique Successful Applications (Blocked) (RC 100)	No of Shares Successfully Blocked (RC 100)	No. of Unique Cancelled Applications (RC 110)	No of Shares Cancelled Blocking (RC 110)	No. of Unique Pending Applications (RC 10)	No of Shares Pending Blocking (RC 10)	No. of Unique Applications with RC other than 100, 110 and 10	No of Shares with RC other than 100, 110 and 10	
NSE													
BSE													
<b>Total</b>													

Notes:

- (1) For reporting during the Issue Period, this information will be provided by the Stock Exchanges. For reporting after the Issue Period this information will be provided by the Registrar.
- (2) To be provided by the Registrar based on the Exchange File.
- (3) For reporting during the Issue Period, this information will be provided by the Sponsor Bank based on reconciled NPCI data. For reporting after the Issue Period, this information will be provided by the Sponsor Bank based on the information provided by NPCI and final status of applications in the Sponsor Bank's reconciliation file used for issuance of the Final Certificate.

**Annexure II(B)**

**Error Description Analysis Reports**

<b>Error Description Analysis Report of [Name of Issuer] as at [Date]</b>				
<b>Data Point</b>	<b>No. of Applications</b>	<b>%age<sup>(1)</sup></b>	<b>Sub classification of Declines(Highest to lowest in terms of %age)</b>	
Total UPI Applications				
Business declines				%age of Business declines
			<i>[Describe various types of business declines. Indicative Illustrations are given below. Sponsor Bank can add, as appropriate, to be as specific as possible]</i>	
			<i>[Illustration 1: Mandate declined by PSP]</i>	
			<i>[Illustration 2: Invalid UPI Pin]</i>	
			<i>[Illustration 3: Insufficient funds in customer (Remitter) account]</i>	
			<i>[Illustration 4: Transaction cannot be completed. Compliance violation (Remitter)]</i>	
UPI applications less business declines				
Total Successful				
Total Failed (due to system issues)			<i>[Describe various types of technical declines/ failures. Indicative Illustrations are given below. Sponsor Bank can add, as appropriate, to be as specific as possible]</i>	%age of Technical declines
			<i>[Illustration 1: Mandate Timeout at Remitter end]</i>	
			<i>[Illustration 2: Mandate ack not received from Remitter Bank]</i>	
			<i>[Illustration 3: Remitter Bank not available]</i>	
			<i>[Illustration 4: Unable to process due to internal exception at Server/CBS/ETC on Remitter side]</i>	

Notes:

(1) Calculated as a %age of Total UPI Applications.

Bank-wise Error Analysis Report of [Name of Issuer] as at [Date]					
Bank Name	Total UPI Applications Received (Nos)	Total Successful (Nos)	Total Failures (Nos)	Business declines (%age)	Technical declines (%age)
<b>Total</b>					

**Annexure III**

**Indicative Scenarios for issuance of the Final Certificate (FC) by the Sponsor Bank**

**Indicative Mandate Create Scenarios**

Scenario Number	Bid Status			Action for Sponsor Bank
	Exchange File	Sponsor Bank switch data	NPCI raw data	
1	Success	Success	Success	Report in FC as Success (Resp Code 100).
2	No Bid Details (This could include cancellation cases initiated from Stock Exchange(s) but has not completed further journey)	Success	Success	Report in FC as Success (Resp Code 100).
3	Fail (Resp code other than 100 and 110)	Success	Success	Report in FC as Success (Resp Code 100).
4	Pending (Resp code 10)	Success	Success	Report in FC as Success (Resp Code 100).
5	Success	Success	Fail	Ideally should not be a case in real time scenario. However, final call about the status to be taken after discussion with NPCI.
6	Success	Success	Pending	Ideally should not be a case in real time scenario. However, final call about the status to be taken after discussion with NPCI.
7	Pending (Resp code 10)	Fail	Success	Report in FC as Success (Resp Code 100).
8	Pending (Resp code 10)	Pending	Success	Report in FC as Success (Resp Code 100).
9	Fail (Resp code other than 100 and 110)	Fail	Fail	Report in FC as Fail.
10	Pending (Resp code 10)	Pending	Fail	Report in FC as Fail.



### Indicative Mandate Revoke Scenarios

Scenario Number	Bid Status			Action for Sponsor Bank
	Exchange File	Sponsor Bank switch data	NPCI raw data	
1	Revoke Success	Revoke Success	Revoke Success	Report in FC as revoked with reason
2	Bid Details with Flag as Cancelled ('Y' Flag)	Revoke Success	Revoke Success	Report in FC as revoked with reason
3	Revoke Success	Revoke Success	Revoke Fail	Ideally should not be a case in real time scenario. However, final call about the status to be taken after discussion with NPCI.
4	Revoke Success	Revoke Fail	Revoke Success	Ideally should not be a case in real time scenario. However, final call about the status to be taken after discussion with NPCI.
5	Revoke Success	Revoke Fail	Revoke Fail	Report in FC as Success (Resp Code 100)