



BBPS – A Brief Introduction

BBPS stands for **Bharat Bill Payment System**. The Bharat bill payment system is a Reserve Bank of India (RBI) conceptualised system driven by **National Payments Corporation of India (NPCI)**. It is a one-stop payment platform for all bills providing an interoperable and accessible “Anytime Anywhere” bill payment service to all customers across India with certainty, reliability and safety of transactions.

BBPS a One-stop access: BBPS has multiple modes of payment and provides instant confirmation of payment via an SMS or receipt. BBPS offers myriad bill collection categories like electricity, telecom, DTH, gas, water bills etc. through a single window. In future biller categories may be expanded to include insurance premium, mutual funds, school fees, institution fees, credit cards, local taxes, invoice payments, etc. An effective mechanism for handling consumer complaints has also been put in place to support consumer regarding any bill related problems in BBPS.

The system participants are entities authorised by Reserve Bank of India (RBI) thereby providing assurance to the customer for a trusted experience between the service providers and billers.

Different Payment Channels

BBPS transaction can be initiated through multiple payment channels like Internet, Internet Banking, Mobile, Mobile-Banking, POS (Point of Sale terminal), Mobile Wallets, MPOS (Mobile Point of Sale terminal), Kiosk, ATM, Bank Branch, Agents and Business Correspondents.

Different Payment Modes

BBPS facilitates myriad payment modes enabling bill payments. The payment modes options facilitated under BBPS are Cash, Cards (Credit, Debit & Prepaid), IMPS, Internet Banking, UPI, Wallets & AEPS.

Key Participants

About Bharat Bill Payment Central Unit (BBPCU)

National Payments Corporation of India (NPCI) has been authorized by RBI as the Bharat Bill Payment Central Unit (BBPCU) and is responsible for setting business standards, rules and procedures for technical and business requirements for all participants. The BBPCU undertakes clearing and settlement activities related to transactions routed through BBPS.

About Bharat Bill Payment Operating Unit (BBPOU)

Bharat Bill Payment Operating Unit aka BBPOU is the entity that is authorized by Reserve Bank of India. It can be a Bank or a Non-Bank. BBPOU may choose to integrate either with the customers, (COU: Customer OU) or with the billers (Biller OU) or may wish to participate as both – which means such BBPOU will be integrated with customers as well as billers.

Going forward, only authorised BBPOU - both banks and non-banks authorised by RBI - can handle payment and aggregation of payment services relating to bills under the scope of BBPS.

Agent Institutions

Eligible Entities who wish to offer or those who are currently in bill payment, collection and aggregation business, would operate under a COU (Customer BBPOU) on receiving authorisation from RBI.

Customer BBPOU will on-board Agent institutions which may further on-board agents and/ or set up customer service points in various regions and locations.

Agents

Agents are the customer touch points and service points in the BBPS ecosystem available in the form of agent outlets, Business Correspondent outlets, Bank branches, collection centres, retail outlets and other service points.

Biller

Service providers, who shall receive payments from customers for services rendered. By participating in the BBPS scheme, the biller will be able to receive payments from third party channels for the services provided to the customer. A biller may tie up with up to two BBPOUs to access the entire universe of its consumers and all payment channels.

Category of Billers in BBPS:

The category of billers eligible to participate in BBPS will be specified from time to time by Reserve bank of India (RBI). The current categories specified are as follows:

1. Electricity
2. Telecom (post-paid and broadband)
3. DTH,
4. Gas
5. Water

Over a period of time other categories like insurance premium, mutual funds, school fees, institution fees, credit cards, local taxes, invoice payments, etc. may be covered under BBPS.

Who should become an Agent Institution?

1. Entities who currently offer bill payment or aggregation business and have not received In Principle approval from RBI to become a BBPOU;
2. Banks and other aggregators who have not received in-principle approval from RBI and wish to offer bill payment facility to their consumers;
3. Co-operative and Regional Rural Banks who wish to offer bill payment services to their consumers on their various channels Internet banking, Mobile banking, Bank branches, ATMs, Business Correspondents, etc.

Become an Agent Institution easily!



STEP-1

**Connect with a Customer
BBPOU of your choice.**

[List in Annexure-I](#)



STEP-2

**Complete your documentation
and On-boarding process with
the selected BBPOU**



STEP-3

**Get your channels like Internet,
Mobile, Branch or agents active
under BBPS via the selected
BBPOU**

Note: Refer Frequently Asked Questions in Annexure-II

On-board easily without hassle!

- ✓ An agent institution will get access to BBPS application module through one designated BBPOU only. There will be an application for accessing BBPS application module through a designated BBPOU.
- ✓ Agent institution will submit a list of its agents/bank branches if any, to BBPOU. Agent Institution must activate its current channels on which it is offering bill payment or wishes to offer bill payment via BBPS only.
- ✓ For the AIs that have physical outlets, in addition to cash acceptance at its outlets/customer touch points the AI will ensure an electronic mode of payment is put in place over a reasonable period of time, not exceeding one year from the launch of BBPS.

Note: Agents /Bank branches of an agent institution will access BBPS application via the agent institution, who in turn will be accessing BBPS via its BBPOU

Major Benefits

- ✓ **Assurance:** Assurance of dealing with stable entities like banks and non-banks i.e. prominent bill aggregators who have been duly authorised by RBI to operate as BBPOU.
- ✓ **Single Integration:** Easier and single integration with a Consumer BBPOU, who have got in-principle authorisation from RBI and certified by NPCI on bill payment channels.
- ✓ **One Point Access:** Access to ALL billers of various categories under BBPS via the single BBPOU.
- ✓ **Touch-Point:** Can become the single touch-point for customers via various channels
- ✓ **Easier Complaint Redressal:** Centralized Complaint and Settlement Dispute management for easier resolution of customer complaints and grievances.
- ✓ **Standardization:** Standards driven bill payment system and scheme governance
- ✓ **Revenue Opportunities:** Increased revenue opportunities due to increase in bill payment transactions of various categories
- ✓ **Increase in Customer footfall:** Apart from the primary business, the Agent Institution gets an opportunity for increased footfall generated on account of bill payment business.

Key Responsibilities of Agent Institution

A. Customer touch points

Provide customer touch points or channels (including digital channels) for payment of bills issued by any BBPS biller

B. Customer Assistance:

Registration: Facilitate BBPS registration by customers who opt to do so and also assist the registered customers to map billers to their registered id, as desired by the customer.

Complaint Resolution: Help customers in raising and lodging a complaint and resolve the same with the concerned BBPOU.

C. Instant Confirmation:

The customer shall be given an instant confirmation of bill payments in accordance with the standards of BBPS.

D. Awareness:

Payment of bills: Customer should be made aware about actual realization/ settlement cycle for the bills to be paid.

Charges: Customer should be made aware about extra service charges / fees, if any, which customer may have to pay for bill payments. Such charges shall not exceed the maximum amount prescribed by BBPCU or BBPOU.

E. BBPS brand Visibility:

A BBPS logo or trademark will be prominently displayed at the collection points as per the guidelines laid down by BBPCU to identify the bank branches/outlets/agents as BBPS enabled Service Point.

Timeline

Reserve Bank of India has extended the timeline from May 31st 2017 to **December 31st 2017**, for entities undertaking bill business under the current scope of BBPS, to either become an agent/agent institution of an authorised BBPOU or exit the business of bill payments. This time-line is applicable to the entities,

- i. which did not apply for authorization as a BBPOU, or
- ii. whose application for BBPOU has been returned by RBI, or
- iii. which were granted extension of time by RBI but were not able to achieve and report the required net worth by December 31, 2016.

Thus, key benefit that the system disseminates is seamless and standardised ecosystem of transactions with various category of billers. The customers connect to the BBPS brand with a sense of security assured of timely settlement of transactions and an effective complaints redressal mechanism.

Hence the concerned banking/non-bank entities who wish to offer bill payments services or are currently offering bill payments should get on-boarded on the BBPS platform as an Agent Institution at the earliest.

ANNEXURE-I

LIST OF BBPOUs received in-principle approval from RBI

Sr. No	BBPOU Name	Certified as Customer BBPOU
1	A P Mahesh Bank	Yes
2	Airtel Payments Bank	
3	Allahabad Bank	
4	American Express	
5	Andhra Bank	
6	Axis Bank	Yes
7	Bandhan Bank	Yes
8	Bank of Baroda	Yes
9	Bank of India	Yes
10	Canara Bank	Yes
11	Capital Small Finance Bank	Yes
12	Catholic Syrian Bank	Yes
13	CC Avenues	Yes
14	Central Bank of India	Yes
15	City Union Bank	Yes
16	Common Service Centre (CSC)	Yes
17	Corporation Bank	
18	DBS Bank	
19	DCB Bank	Yes
20	Deutsche Bank	
21	Dhanalakshmi Bank	Yes
22	Dombivli Nagari Sahakari Bank	Yes
23	Equitas Small Finance Bank	Yes
24	Euronet	
25	Federal Bank	Yes
26	GP Parsik Bank	Yes
27	HDFC Bank	Yes
28	ICICI Bank	Yes
29	IDBI	Yes
30	Idea Payments Bank	
31	IDFC Bank	Yes
32	Indian Bank	Yes
33	Indian Overseas Bank	Yes
34	Indialdeas.com (Billdesk)	Yes
35	IndusInd Bank	Yes
36	ITZ Cash	Yes
37	J& K Bank	Yes
38	Janata Sahakari Bank Pune	Yes
39	Jio Payments Bank	
40	Kalapur Bank	Yes

41	Karur Vysya Bank	Yes
42	Kerala Grameen Bank	
43	Kotak Mahindra Bank	Yes
44	Lakshmi Vilas Bank	Yes
45	Mobikwik	
46	One97 Communications Ltd (PayTm)	
47	Oriental Bank of Commerce	Yes
48	Oxigen	Yes
49	PayU	
50	PMC Bank	Yes
51	Pragathi Krishna Grameen bank	
52	Punjab & Sind Bank	Yes
53	Punjab National Bank	Yes
54	RBL	Yes
55	Saraswat Bank	Yes
56	South Indian Bank	Yes
57	Spice Digital	Yes
58	Standard Chartered Bank	Yes
59	State Bank of India	Yes
60	SVC Bank	Yes
61	Syndicate Bank	
62	TamilNadu Mercantile Bank	Yes
63	TechProcess	
64	TJSb Sahakari Bank Ltd.	Yes
65	UCO Bank	
66	Union Bank	Yes
67	United Bank	
68	Vijaya Bank	
69	YES Bank	Yes

ANNEXURE-II

Frequently Asked Questions (FAQs)

A. Who is an Agent-Institution? How can I be an Agent-Institution?

1. Agent Institution are the entities who wish to offer or those who are currently in the bill payment, collection and aggregation business, or who have not received in-principal approval from RBI.
2. These are the entities who could be on-boarded in the BBPS ecosystem by Customer BBPOUs.
3. Agent-Institutions may further on-board agents and/or set-up customer service points in various regions and locations.

B. How to become an Agent-institution in BBPS?

Step-1: Connect with a Customer BBPOU of their choice (Annexure-I)

Step-2: Complete documentation and On-boarding process with the selected BBPOU

Step-3: Get their channels like Internet, Mobile, Branch or agents active under BBPS via the selected BBPOU.

C. What are my key responsibilities?

Create customer touch points, Provide customer assistance (registration, Quickpay, complaint resolution), Instant confirmation, Awareness (payment and charges), BBPS brand visibility etc.

D. What are the key benefits on becoming an Agent-Institution?

Assurance of dealing with authorized entities, Single Integration, Increase in footfall, One-point access, Single touch point, easier complaint redressal, standardization and increased revenue opportunities.

E. What is the timeline for becoming an Agent-Institution?

RBI has given a deadline of December 31, 2017 to all entities participating in bill payment or who have not received in-principle approval for BBPOU to come as an Agent Institution under BBPS. The entity must become an Agent-Institution at the earliest and not wait until the window period of December 31, 2017.

F. Can an Agent-Institution have tie-up with multiple BBPOUs?

No, an Agent Institution will get access to BBPS application module through one designated BBPOU only.

G. What are the documents required for agent-institution on-boarding?

Documentation requirements which need to be furnished with the respective BBPOU, as per BBPS Procedural Guidelines:

1. Business address authorization letter and licence to carry on business.
2. Compliance of KYC (Proof of registered/ business address, active bank account details, PAN number).
3. Credibility check, credential verification and banker's opinion report.
4. ITR of last 2 years.
5. Financial Statements for at least 2 years / other credit verification / Background check/ CIBIL verification of promoters and directors.
6. Should not be part of blacklist as and when introduced by BBPCU or any other competent authority.

H. What are the payment channels that an Agent-Institution can offer to its consumer for bill payment?

The Payment channels that the Agent-Institution can offer are as follows:

Digital Channels: Internet/Website, Internet banking, Mobile app, Mobile banking, POS, MPOS, ATM, KIOSK

Physical Channels: Agents, Bank-Branch, Business Correspondent.

The Agent-Institution must mandatorily offer its consumers bill payment via BBPS on all current channels where bill payment is offered.

I. What are the basic requirements of an Agent-Institution while designing the Payment channels for BBPS?

The Agent-Institution must follow, “The Front-end Guidelines/Standards” published by BBPCU/NPCI, on NPCI website, while designing their channels User Interface or application for bill payment.

J. Can I offer bill payment and aggregation outside BBPS?

No, any entity currently offering bill payment and aggregation business, cannot operate outside BBPS ecosystem. An Agent-Institution ID gets created in the system, whenever the entity is on-boarded .In-case the entity, does not get on-boarded it would have to exit the bill payment and aggregation business, after Dec 31, 2017.