

**National Automated Clearing House**

**FREQUENTLY ASKED QUESTIONS  
[FAQs]**

## 1. What is NACH?

NACH (National Automated Clearing House) is an electronic payment system used to facilitate bulk debit or credit transactions. It is managed by the National Payments Corporation of India (NPCI) and is used for recurring payments such as salaries, pensions, and utility bill payments, and loan EMLs.

## 2. How does NACH - based payment work?

NACH - based payments work by setting up a mandate that authorizes the Company to debit or credit your account on a specified date and frequency. Once the mandate is set up, the Company processes transactions automatically as per the terms of the mandate.

## 3. What types of transactions can be handled by NACH?

NACH can handle various types of transactions, including:

- NACH Credit: Facilitates automated credits such as salary payments, dividends, interest payments, and government subsidies directly into beneficiaries' bank accounts.
- NACH Debit: Enables automated debits for utility bill payments, home loan EMLs, insurance premiums, and other recurring payments directly from customers' bank accounts.
- NACH Mandate Management System (MMS): Manages mandates for both NACH Credit and Debit, providing a centralized platform for mandate registration, modification, and cancellation.

## 4. How do I register for e NACH?

To register/set up e NACH Mandate:

- Contact customer care department or concerned branch office of the Company and submit a written request.
- Choose mandate type:

### **e-Mandate**

1. Net Banking Authentication  
login with net banking credential i.e. User ID and Password
2. Debit Card Authentication  
enter your Card Number, CVV, Expiry Date

### **e-Signing**

1. Aadhaar Card Authentication

enter your Aadhaar card number

- Once the authentication process is complete you will get the NACH e-mandate receipt and confirmation on your registered mobile number or email address. Please keep a print of the receipt for your future reference.

## **5. What information is required to fill out the NACH Mandate Form?**

- Complete a NACH Mandate Form provided by the Company.
- Provide details such as your bank account number, IFSC code, transaction type (debit/credit), amount, frequency and your signature.
- Submit the completed form to the Company for processing.

## **6. How do customer know that his NACH Mandate registration process is completed?**

The Customer will receive a confirmation on his registered mobile number or email address when the NACH Registration process will be successfully completed

- Net Banking authentication: Customer will receive confirmation message immediately.
- Debit Card authentication: Customer will receive confirmation message immediately.
- Aadhaar Card authentication: Customer will receive confirmation message after 5 to 7 days from completion of process.
- Auto-generated Physical From: Customer will receive confirmation message after 10 to 15 days from completion of process

## **7. How can I amend my NACH mandate?**

To amend a NACH mandate, you need to submit a written request to the Company. Provide the updated details and any supporting documents required for the change, such as new bank account details or revised payment amounts.

## **8. How do I cancel my NACH mandate?**

You can cancel your NACH mandate by:

- Contacting customer care department of the Company
- Visiting the branch office and filling out a cancellation form
- Sending a written request via postal mail or email
- Submitting a request through the Company's online portal or mobile app

## **9. What is the process for suspending or revoking a NACH mandate?**

To suspend or revoke a NACH mandate, follow these steps:

- Submit a written request to the Company

- Provide necessary documents and reasons for the suspension or revocation
- The request will be verified and approved by the National Operational Head
- You will receive a confirmation once the process is completed

#### **10. How long does it take to process a NACH request?**

The processing time for NACH requests can vary but generally takes a few business days. For mandate registration, amendment, or cancellation, it may take up to 5 to 7 working days to receive confirmation.

#### **11. What should I do if my NACH transaction fails?**

If a NACH transaction fails or is not processed, contact the concerned branch office or customer care department of the Company financial immediately. They will investigate the issue and provide assistance for resolution.

#### **12. What should I do if I need to change the amount or frequency of my NACH payment?**

To change the amount or frequency, you must submit an amendment request to the Company. Provide updated details and any required documentation and follow their process for modifying the mandate.

#### **13. Are there any charges associated with NACH transactions?**

Financial institutions may charge fees for processing NACH transactions, such as setup, amendment, or cancellation fees. Check with your bank for specific fee details.

#### **14. How can I track my NACH transactions?**

You can track your NACH transactions through your bank's online banking portal, mobile app, by reviewing your account statements or by contacting customer service for details.

#### **15. What security measures are in place for NACH transactions?**

NACH transactions are secured through encryption and other security protocols. The Company also follows stringent guidelines to prevent fraud and unauthorized transactions.

#### **16. Can I use NACH for international payments?**

No, NACH is primarily designed for domestic transactions within India. For international payments, other systems like SWIFT or wire transfers are used.

#### **17. Can I modify the frequency of my NACH transactions?**

Yes, you can modify the frequency by submitting an amendment request to us, specifying the new frequency for the transactions.

**18. How do I update my contact information related to NACH transactions?**

To update your contact information, notify the Concerned branch office or customer care department by submitting the necessary details and completing any required forms. They will update your records accordingly.

**19. What is the difference between NACH and other payment systems like NEFT or RTGS?**

NACH is primarily used for recurring payments and bulk transactions, while NEFT (National Electronic Funds Transfer) and RTGS (Real Time Gross Settlement) are used for one-time, individual transactions. NACH handles large volumes of transactions at scheduled intervals.

**20. What is UMRN?**

Unique Mandate Reference Number (UMRN) is assigned when a new NACH Debit mandate is created. This number is mandatory for every transaction, including modification and cancellation.

**21. Under what circumstances does an NACH mandate get rejected?**

A NACH gets rejected if the customer has provided an incorrect bank account, folio number or other incorrect details. It also gets rejected if the customer's bank is not participating in NACH.

These FAQs contain brief description to help the customers of the Company to understand the major questions about NACH, for detailed version kindly refer to our “**User Guide**” on NACH Mandate which is displayed on our website [www.kogta.in](http://www.kogta.in)