

NPCI/IMPS/OC No.131/2025-2026

December 22, 2025

To,
All Member Banks of Immediate Payment Service (IMPS)

Subject: Revision of Turnaround Time (TAT) for Responding to IMPS Fraud Chargebacks

Presently, beneficiary banks can respond to fraud chargebacks initiated by remitter banks within 25 calendar days. Based on the feedback received from members and considering the increasing need for faster resolution of chargebacks, the Turnaround Time (TAT) for responding to IMPS fraud chargeback cases has been revised to 15 calendar days.

Effective January 28, 2025, the response window for beneficiary banks will be 15 calendar days, applicable to all fraud chargebacks irrespective of whether the chargebacks are raised before or after January 28, 2026.

Beneficiary banks must ensure that all fraud chargebacks are either accepted or rejected within the revised 15 days TAT. Failure to respond within this period will result in the chargeback being marked as deemed accepted in IRCS (refer Annexure – 1 for examples of TAT before and after go-live) and settled accordingly. All other IMPS disputes (IRCS) rules remain unchanged.

The information contained herein may please be disseminated to the officials concerned.

Yours faithfully,

SD/-
Giridhar GM
Chief – Customer Success

Annexure – 1

S. No	Particulars	Fraud Chargeback Raised Date	Response TAT (Old Rule)	Response TAT (Revised Rule)	Action
1	Dispute Raised Before Go-Live Date	15-Jan-2026	09-Feb-2026 (25 calendar days)	30-Jan-2026 (15 calendar days)	As per the revised turnaround time of 15 days, the beneficiary bank must respond by January 30, 2026.
2	Dispute Raised After Go-Live Date	30-Jan-2026	Not Applicable. As revised TAT is effective 28 th Jan 26.	14-Feb-2026 (15 calendar days)	As per the revised turnaround time of 15 days, the beneficiary bank must respond by February 14, 2026.