

FAQ FOR CREATE/AMEND/CANCEL/SUSPEND/REVOKE EMANDTE BY CUSTOMERS OF KARNATAKA GRAMIN BANK (DESTINATION BANK)

What is E-Mandate?

E-Mandate is a payment service initiated by RBI and the National Payments Corporation of India (NPCI). It provides the underlying infrastructure for businesses to collect recurring payments in India. With E-Mandate / NACH mandate, one can easily authorize recurring payments by using their Netbanking, Debit card or Aadhaar credentials.

What is the eligibility for the e-mandate?

In order to utilize the e-mandate facility as a customer, customer must meet specific eligibility criteria. Firstly, customer should have a bank account with a bank that offers the e-mandate facility. Secondly, customer should possess an Aadhar Card. Lastly, it is essential that customer mobile number is linked to both customer bank account and Aadhar Card.

What is the benefits of e-mandate facility?

- Real-time e-mandate facility
- Quick authentication process
- End-to-end digital
- Secure platform
- Cost-efficient
- Easy recurring payments

What are the objective of e-mandate?

- Creating an authenticate mandate through electronic modes.
- Shorter mandate acceptance cycle or auto acceptance of mandates.
- Secured and assured mandate acceptance.

How to enable E-Mandate?

Enabling e-Mandate is a simple process that involves filling out an application form and providing the necessary details. The process may vary slightly depending on the service provider or bank.

What is the process involved in for any actions related to e-mandate?

- The first step is for the payer (i.e., the person making the payment) to provide their consent to the payee (i.e., the person receiving the payment) to initiate automatic deductions from their bank account. This can be done by filling out an eMandate form provided by the payee or through the payee's website or mobile app.
- Once the eMandate form is filled out, the payer must authenticate themselves using their bank's net banking credentials, debit card details, Aadhar details or any other authentication method provided by their bank.
- After authentication, the eMandate is registered with the NPCI, which acts as an intermediary between the payer's bank and the payee's bank. The NPCI validates the mandate and forwards it to the payer's bank for processing.
- The payer's bank verifies the eMandate and sets up a recurring payment instruction in their system. This allows the payee to automatically deduct payments from the payer's account on the due date.
- The payer can cancel the eMandate at any time by contacting their the payee. In case of any disputes or issues, the NPCI acts as a mediator to resolve them.

Can customer Cancel Mandates for loans?

NPCI vide email dated November 17, 2023 has advised destination banks to not accept cancellation requests for loan mandates directly from customers. Therefore, this process shall not be applicable for mandates registered under loan category.

Will customer receive an intimation once the cancel/suspend/revoke instruction has been actioned?

Yes, an intimation will be sent to registered mobile number of the customer.

What happens to e-mandate if the bank account has an insufficient balance?

If bank account has insufficient balance, the e-mandate transaction will fail. Destination bank will charge penalty, as per bank policy.
