



Frequently asked questions in IMPS (Immediate Payment Service) fund transfer

? 1. **Customer's account is debited but Beneficiary's account is not credited.**

Scenario:

You have initiated an IMPS transaction through Branch, Customer's account has been debited (amount is deducted from customer's account), but beneficiary account is not credited (fund has not reached the intended party). Message received by customer will be 'your last transaction has been timed out'

Background:

As per NPCI's policy, in such scenario, beneficiary bank will give manual credit to beneficiary's account on T+1 basis (next day of transaction), after carrying out reconciliation process.

Remedy:

- Please advise the customer to wait for -1- day (ideally fund has to reach the intended Beneficiary through manual credit)
- If beneficiary do not receive the fund even after -1- day, please e mail to imps.ops@bankofbaroda.com / Please call 022-6759-2719 (IMPS department of Bank of Baroda)
- After checking the status, IMPS department will charge back against beneficiary bank. Customer's account will be refunded after -3- days (subject to, if beneficiary bank will not represent our Bank's charge back within -3- days by giving manual credit)

? 2. **Customer's account was debited but fund was reversed back**

Scenario:

You have initiated an IMPS transaction through Branch, Customer's account has been debited (amount is deducted from customer's account), and again reversed in customer's account.

Message received by customer will be 'Technical problem' (or) 'Your fund transfer is declined'

Background:

There may be some technical difficulty, due to which transaction was not successful.

Remedy:

Please advise customer to:

- Wait for half an hour
- Check mini statement

- After ensuring that the amount is reversed back, initiate a fresh IMPS transaction.

? 3. **Branch initiated a transaction, but customer's account was not Debited**

Scenario:

You have initiated an IMPS transaction, through Branch, Customer's account is not debited at all (amount is not deducted from Customer's account).

Message received by Customer will be 'We are facing some technical issue, please try again later'

Background:

There may be some technical difficulty, due to which transaction was not successful.

Remedy:

Please advise customer to:

- Wait for half an hour
- Check account balance / mini statement
- After ensuring that the amount is not yet debited, initiate a fresh IMPS transaction.



For IMPS related queries, please contact:-

IMPS department

e-mail: imps.ops@bankofbaroda.com

Telephone: 022-6759-2719