

What is NPCI?

NPCI is an authorized payment system operator by RBI. NPCI owns and operates UPI payment system.

What is PSP bank?

PSP is the banking company authorized to act as a Payment Service Provider (PSP) under the UPI framework. PSP engages the TPAP to provide UPI services to the end-user customers.

What is TPAPs?

Third Party Application Provider (TPAP) is an entity that provides the UPI compliant app(s) to the end-user customers to facilitate UPI based payment transactions.

What is Customer's Bank?

The Bank where the end-user customer maintains his/her account that has been linked for the purpose of debiting/crediting the payment transactions made through UPI.

Who is End User Customer?

The end-user customer is the individual who uses UPI payment facility to send and receive payments.

We hereby confirm that:

1. We Dvara Money Private Limited are a TPAP authorized by NPCI to facilitate payments through PSP Bank(s) namely RBL Bank Limited. We are a service provider and we participate in UPI through the PSP Bank.
2. We are bound by the tripartite agreement entered with the sponsor PSP Bank- RBL Bank Limited and NPCI. We are responsible for facilitating grievances / complaints resolution of the customers on-boarded on our UPI application.
3. We shall be the first point of contact for all UPI related grievances/complaints for customers on-boarded by us. In case the complaint/grievance remains unresolved, the next level for escalation will be the PSP Bank, followed by the bank (where you maintain the account) and NPCI in the same order. After exercising these options you can approach the Banking Ombudsman and / or the Ombudsman for Digital Complaints, as the case may be.