Frequently Asked Questions (FAQs) on UPI Services by NICB Bank

1. **What is a UPI-PIN?**

   A UPI-PIN is a 4-6 digit number that you create during your first-time registration with any UPI-enabled app.

2. **How do I register for UPI services?**

   To register, download any UPI-enabled app, link your bank account, and set up your Virtual Payment Address (VPA) and UPI PIN.

3. **What is a Virtual Payment Address (VPA)?**

   A VPA is a unique identifier that you create during UPI setup, eliminating the need to share bank details.

4. **What is a PSP app?**

   A PSP, or Payment Service Provider, is an entity authorized to facilitate digital UPI transactions. Examples include PhonePe, Google Pay, and PayTM.

5. **I can't find NICB's name in the list of banks for a PSP app; what should I do?**

   PSPs periodically update their list of participating banks. If NICB is not listed, you may opt for another app until the list is updated.

6. **I have selected NICB Bank's name to link with UPI but cannot find my bank account.**

   Ensure that the mobile number linked with your NICB account matches the one verified in the UPI app.

7. **What should I do if I have the same mobile number linked to multiple CIF IDs and want to use UPI services?**

   Customers who have the same mobile number linked to multiple CIF IDs will encounter a limitation when attempting to use this service. Unfortunately, most PSP apps do not support the use of the same mobile number across multiple CIF IDs. The customers will have to provide a different mobile number for each CIF ID in order to seamlessly use this service.

8. **What features does UPI offer?**

   UPI allows for round-the-clock fund transfers, payments to merchants, and checking of account balances.

9. **What is the limit for fund transfers using UPI?**

   Standard Limit: Customers shall have a daily transaction ceiling of INR 1,00,000.
   Special Categories:
   - Capital Markets, Collections: Up to INR 2,00,000.
   - Initial Public Offerings (IPO) and Retail Direct Schemes: Up to INR 5,00,000.

10. **Can I schedule future-dated payments using UPI?**

    No, UPI currently supports only real-time transactions.

11. **I have paid for my transaction but have not received anything. Why is that?**

You should receive a confirmation SMS from NICB. If you do not, please contact NICB Customer Care.

12. **Do I need to register before initiating funds using UPI?**

Yes, you must register with your UPI app before making transactions.

13. **What should I do if my mobile phone is lost?**

Immediately block your mobile number to prevent unauthorized transactions.

14. **Where should I register a complaint regarding a UPI transaction?**

You may raise your complaint within the UPI app used for the transaction.

15. **What should I do if I forget my PIN?**

You can re-generate a new PIN using your debit card details.

16. **Can I use UPI after changing my SIM card or mobile device?**

Yes, but re-registration will be required.

17. **What should I do if I change my handset?**

Download the UPI app onto the new handset and re-register.

18. **Will payments ever be auto-deducted from my account?**

Payments will not be auto-deducted without your explicit consent.

19. **My transaction is showing as "Pending." What should I do?**

The funds should reach the beneficiary within 48 hours due to bank settlement procedures.

20. **Are there any charges for using UPI?**

No, there are no charges for making payments through UPI.

For any further queries, feel free to reach out to NICB's Customer Care.