FAQ on NSE MF Invest

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FREQUENTLY ASKED QUESTIONS

1. About NSE MF Invest

1.1 What is NSE MF Invest Platform?

- NSE has developed an online platform NSE MF Invest. This is an online platform which facilitates subscription, redemption, Systematic Investment Plan (SIP), Systematic Withdrawal Plan (SWP), Systematic Transfer Plan (STP), Switch and other transactions of mutual fund units.

1.2 What kind of infrastructure would be required at Member/Distributor (MFD) end for accessing NSE MF Invest?

- NSE MF Invest is a web application and it can be accessed online from anywhere using a standard internet connection. The link is – https://www.nseinvest.com/nsemfdesk/login.htm. **NSE MF Invest is also mobile responsive.**

2. Access to NSE MF Invest Platform

2.1 Who can get access to NSE MF Invest Platform?

- All trading Members of the Exchange who are already enabled on the MFSS segment of the Exchange are eligible for accessing NSE MF INVEST platform.
- If the membership status is "SUSPENDED/DISABLED, member to get in touch with our Membership Compliance Team on 18002660050 (Option 3) or dl-compl-mem@nse.co.in.
- For MFDs, a limited purpose membership is being offered to purchase and redeem mutual fund units on behalf of their clients.

2.2 What is the enablement process to get access on the NSE MF Invest platform?

- Member should be enabled in Capital Market segment to be enabled for Mutual Funds (MFSS) segment. Request for Mutual Funds enablement should be placed from ENIT (Member Portal).
- NSE website path for documents - Trade >> Process & FAQs >> Enablement >> Download Mutual Fund Service System (.doc)
- ENIT URL - https://enit.nseindia.com/MemberPortal/
- Path - ENIT NEW TRADE >> Membership >> Enablement >> MFSS Enablement.
- For MFD, kindly click on the said link - https://www.nsenmf.com/Html/Membership.aspx

2.3 Can a non-active or new trading Member get access to NSE MF Invest Platform?

- Yes, a non-active or new trading Member can get access to NSE MF Invest post completing necessary requirements from NSE Membership and Membership compliance team respectively. Member can get in touch with Membership Department on 1800260050 (Option 1) or you may write to msm@nse.co.in for enablement on the MFSS Segment

2.4 Can a Mutual Fund Distributor (MFD) or a Registered Investment Advisor (RIA) get access to NSE Invest Platform to NSE MF Invest Platform even though they are not registered or enabled on the MFSS Segment of the Exchange?

- Yes, a MFD/RIA can get access to NSE Invest by connecting writing to us on our Helpdesk email id - support@nseinvest.com or connecting on our toll free number - 18002100940 who will assign a respective Relationship Manager for the purpose of empanelment.

2.5 What is the requirement to integrate through API on the NSE MF Invest platform?

- Member to follow the below steps:
  - Send an email from their registered email id with their details like Member id, Login id and environment (pls specify) to create secret key and member key.
  - Further if member wish to access API with static IP, then only provide for IP (upto 4 IPs can register)

2.6 How long is the link valid to set the initial password for members.

- The link is valid for 30 calendar days

3. Login Process

3.1 How can the Member/MFD login on NSE MF Invest Platform?

- Member has to login using the Prod URL https://www.nseinvest.com/nsemfdesk/login.htm. Logging into NSE MF Invest requires your Member ID, Login ID, Password and Captcha to login.

3.2 Will the Member/MFD receive an OTP for login?

- The member will receive an OTP via email as well as SMS on his registered email id or mobile number for login in. The said OTP is valid till next 10 minutes. He can login using the OTP received on email or mobile.

3.3 What if the Member/MFD does not receive OTP an email or SMS?

- The member needs to inform the helpdesk support team on - support@nseinvest.com. Also, the team will co-ordinate with the respective IT support teams to check the issue.
- The member as an interim solution should clear cache and cookies.

3.4 How many types of login IDs are there?

- There are two types of Login IDs: ADMIN ID and User ID. ADMIN users receive their credentials from Exchange and are responsible for creating User accounts.

3.5 What if the Member/MFD does not remember its ADMIN credentials?

- In case the Member does not remember their credentials, they can use 'Forgot Password' link mentioned on the login page. Login id will be ADMIN only.

3.6 On clicking 'Forgot Password' what are the details to be key in?

- Enter Member ID, Login ID, and Registered Email ID to reset the password.

3.7 What steps to follow when Member's/MFD ADMIN user gets an error stating invalid Member ID, Login ID, registered email ID?

- Member to call or write to support team to check current credentials (status of Member and admin's registered email ID).

3.8 What steps to follow when Member/MFD gets error stating Invalid Captcha while logging in?

- Member is requested to clear the cookies and cache and try logging in again.

3.9 What steps to follow when Member's/MFD user gets an error stating invalid Member ID, Login ID, registered email ID?

- User to contact their respective admin user to check and modify their current credentials.

3.10 If Member/MFD wishes to modify/update their registered email ID on NSE MF Invest Platform?

- For Trading Members & Non individual membership, please reach out to your respective RM & in case of individual members, please follow the below process.

- Member/MFD can send a mail from their registered email or Compliance officer's email ID to the support team with the following details.
  - TM Code
  - Member/MFD Name
  - Contact Person Name
  - Email ID

- Mobile no.

➢ Further, in case compliance official is not available, they can provide a physical letter from the authorized signatory and provide a copy of the Board resolution wherein the Authorized signatory is appointed.

3.11 How can Member check their enablement status in MFSS Segment?

➢ Member can check their status by logging into below mentioned link.
https://enit.nseindia.com/MemDirWeb/form/tradingMemberLocator_beta.jsp

3.12 Can Exchange create multiple users?

➢ No, the Exchange only creates ADMIN login for the Member. Once the ADMIN login is created, ADMIN user can create additional users depending on Member's requirement.

3.13 How to create a User?

➢ To create a User in NSE MF Invest, navigate to the Admin section and select User Master. This interface allows you to add, edit, or view users and dealers, and to search users by Login ID or creation date range.

3.14 What rights does an ADMIN or User have?

➢ To manage user rights, navigate to Rights Management. ADMIN users have full access to rights and can grant limited access to users. Path (admin > right management > enter the access level > and tick the module).

3.15 How can a Member avail UAT access?

➢ MFSS segment should be enabled for the Member on the Exchange. If yes, then provide below details.

➢ Member can send a mail from their registered email or Compliance officer's email ID to the support team with the following details.

- TM Code
- Member Name
- Contact Person Name
- EUIN Number
- Email ID
- Mobile no.
- Address

➢ Further, in case compliance official is not available, as an exception, RM to send email for approval to Business Head to create the user credentials of the TM in UAT only.

➢ The member can also avail UAT access through the API application.

3.16 How MANDATE_ID/ACCNO/PAN/DP/UCC can be activated in UAT

➢ Please prepare a notepad file with the below format and share the details on support@nseinvest.com.

- ➢ MEMBER_ID| CLIENT_CODE|PURPOSE |Mandate_id
- ➢ 12345|ABC1|Mandate|123456789
- ➢ 12345|ABC1|KYC|
- ➢ 12345|ABC1|DP|
- ➢ 12345|ABC1|Bank|
- ➢ 12345|ABC1|UCC|

4. Client Onboarding

4.1 What is UCC?

- A Unique Client Code is a distinctive identifier assigned to each client by a Member.

4.2 How does a Member/MFD register a client?

- To register a client, navigate to Utilities and select Bulk Upload. Choose the file type "CLIENT MASTER COMMON" and upload .csv or .txt files with pipe-separated values with and without headers. After uploading, check the status of processed and failed records. Key details in the UCC are verified by the Exchange i.e. Demat Account and Bank Account for Demat Clients and additionally KYC status for Non demat clients.

4.3 What are the special characters allowed at the time of creating UCC?

- The special characters allowed at the time of creating UCC are as under:

Fields	Description
Applicant Name - Individual	Only alphabets, space and & . ( ) ' allowed in primary holder first name
Applicant Name – Non-Individual	Only alphabets, numeric, space and & . ( ) ' allowed in primary holder first name.
Second Holder Name	Only alphabets, space and & . ( ) ' allowed in primary holder first name.
Third Holder Name	
Guardian Name	
Nominee name	alphabets, numbers, space, allowed.
City Name	alphabets, numbers, space, all special chars allowed.
Bank Name	alphabets, numbers, space, all special chars allowed.
Bank Branch Name	alphabets, numbers, space, all special chars allowed. (Bank City from ifsc master)
Address	numbers, space, all special chars allowed.
Addl_Address.	alphabets, numbers, space, all special chars allowed.
Nominee Address	alphabets, numbers, space, all special chars allowed.
Account Number	Numbers allowed.
Primary Holder Email ID	Alphabets, numbers, chars allowed.
J1 Email ID	Alphabets, numbers, chars allowed.
J2 Email ID	Alphabets, numbers, chars allowed.

4.4 Where can the Member/MFD view the uploaded UCCs?

- To view the client details and status of the UCCs uploaded, navigate to Masters>Client Registration. The details can be exported to excel too.

4.5 What are the prerequisites for UCC modification?

- The below prerequisites are required prior to UCC modification.
  - There should not be any active/in-process mandates
  - Further, UCC once created cannot be deleted

4.6 What are the different DP statuses for Demat clients for a UCC registration?

- The different DP statuses are Pending, Exported, Active and Failed.
  - Pending – Member has uploaded the bulk upload file successfully but to be validated by Exchange.
  - Exported – Exchange user has generated the UCC registration file and uploaded on the Depositories portal, awaiting validation status from depositories.
  - Active – Depository validation done successfully.
  - Failed – Mismatch in details (DP ID, Client ID, PAN) validated by depositories.

4.7 If DP status reflecting "Failed" what action to be taken by member?

- Member needs to reverify the (DP ID, Client ID, PAN) with CML copy and UCC Uploaded file. If all details are correct, then member can send the CML copy to support team for manual activation by Exchange.

4.8 How long does it take Exchange to manually activate the DP status?

- After validating the details and if it is in order, the same is activated on the same day.

4.9 What are the different schedules to validate DP status for an UCC?

- The files are uploaded on the depository's portal every 1 hour starting from 8:30 a.m. to 6:00 p.m. on business days.

4.10 How can a Member generate Client/UCC Reports?

- To generate Client/UCC Reports, navigate to master's and select Client Registration. Filter and export data based on bank status, Depository status, and Client status.

4.11 What are the bank account type for HUF/Trust/Society?

- For tax status HUF/Trust/Society, both Current and Savings bank account type is permissible.

4.12 Is nominee SOA feature applicable for all types of UCC?

- Nominee registration displayed in SOA status should be Y/N, if it is Y, then the name of all the nominees to be displayed and if it is "N", then only the registration status should be displayed.

4.13 What mode investor can opt for at the time of nominee authentication?

- Investor can opt as Wet/Physical or OTP/2FA modes for nominee authentication.

4.14 Can we upload additional nominee details for all our clients in bulk?

- Yes, member can use the revised client master bulk upload format (183 fields). Further for update any subsequent details on UCC use only the 183 column format and not the 150 column format.

4.15 What are the different bank statuses for a UCC registration?

- The different bank statuses are Active, Pending & Failed.
  - Active – Bank is validated
  - Pending – Bank validation yet to initiate
  - Failed – Bank validation failed.

4.16 Can a Member/MFD modify the bank details uploaded?

- Yes, the Member/MFD can add or delete bank details by selecting Utilities > Bulk Upload. Choose the file type "Client Bank Upload" and upload .csv or .txt files with pipe-separated values without headers.
- Also, the member/distributor to ensure:
  - There should not be any pending orders or
  - There should not be any active SIP/XSIP/SWP/STP or
  - There should not be any active mandates

4.17 If bank validation fails, what is the process?

- When the bank validation at DP level and penny drop fails, the Member/MFD must upload any one of the following proofs
  - Cancelled cheque
  - Bank passbook
  - Bank details on bank's letterhead.

- The Member/MFD must go to **Utilities > Client Cancel Cheque Upload.** Post upload and verification, the status will be updated to either **Active** or **Failed**.

4.18 Does a Member/MFD need to upload existing UCC details?

- No, the existing UCCs/IINs have been migrated from the NMF Platform to NSE MF Invest platform. To view the client details and status of the UCCs/IINs uploaded, navigate to Masters>Client Registration.

4.19 Member/MFD unable to upload UCC details for NRI clients. Reason "FAILED: ADDRESS 1, CITY, STATE, PINCODE AND COUNTRY IS REQUIRED?

- Address details pertaining to an NRI investor must be updated under the fields 'foreign address 1'

4.20 Is mobile number mandatory for NRI clients?

- As per RTA, NRI mobile no is optional, and limit is upto 10 characters

4.21 Can the member create a UCC before KYC registration?

- No, KYC registration needs to be fully updated prior to UCC creation

4.22 What if the investor sends back UCC authorisation instead of approving?

- The investor sends back UCC authorisation as there could be some discrepancies in the UCC details. The member will make the necessary UCC modification or update FATCA details. Post which the UCC re-authorized mail should be triggered.

4.23 What is the authorization matrix for client onboarding?

- The authorization matrix for client onboarding is as under:

Mode Of Holding	Single	Joint		Anyone or Survivor	
Client Onboarding	**Primary Holder**	**Primary Holder**	**Secondary Holder**	**Primary Holder**	**Secondary Holder**
New	Yes	Yes	Yes	Yes	Yes
Modification	Yes	Yes	Yes	Yes	Yes

4.24 Member unable to modify the UCC as email id has changed and mobile number is a NRI number?

- Member needs to provide a declaration by providing blank AOF form with the signature and the revised email id / mobile number filled in first applicant details.

4.25 Which TAX Code can be modified to other TAX Code?

- Individual Tax codes can be modified to another individual TAX codes, Ex.- Individual to NRI-REPATRIABLE(NRE)

  Please note that non-individual codes are not allowed to be modified, as per RTA, and such attempts are subject to transaction rejection.

4.26 Are nominee details require for non-individual TAX Codes?

- For non-individual tax codes Nominee are not required, please select nominee flag as **"No"**.

4.27 How long the UCC creation & modification link remains active & valid?

- The link remains active for 10 working days.

5. Non Demat Mode

5.1 What tax status are applicable in the non-demat mode?

- Both individual and non-individual tax status is permissible.

5.2 What are the features provided in the non-demat mode?

- Login
- Client Registration
- FATCA Registration
- AOF Image upload/ E-log
- FATCA Image upload for Non individuals
- Mandate Registration
- Transactions in physical mode
- Reports (KYC, UCC Registration, FATCA Registration, AOF Image report, FATCA image report)

5.3 How does a Member/MFD register a Client/UCC?

- The member has an option to register a client manually from Path: Menu> Masters> Client Registration. Member to give a Unique Client Code (UCC) to the clients with maximum 10 alphanumeric characters. Members can create the clients manually by clicking on “Add” and then by filling in all the required fields in the User Interface (UI).
- Alternatively, Members can create UCCs from the below path using Bulk Upload. Path: Utilities > Bulk Upload. Choose the file type " Client Master Common (MFI AND MFD) New" and upload .csv or .txt files with pipe-separated values with and without headers. After uploading, check the status of processed and failed records.
- To view the client details and status of the UCCs uploaded, navigate to Masters>Client Registration. The details can be exported to excel for records.

5.4 Can one UCC be mapped to multiple users?

- Yes, a UCC can be mapped to multiple users by using path - Admin > User to UCC mapping.

5.5 How can a Member/MFD generate Client/UCC Reports?

- To generate Client/UCC Reports, navigate to master’s and select Client Registration. Filter and export data based on bank status, Depository status, and Client status.

5.6 How can a Member/MFD modify his UCC details?

- To modify the UCC details, navigate to Masters> Client registration> Edit/View. Click on the client code, add/edit the changes and update.
- After modification the client receives an email with authorization link which needs to be authorized by the client through OTP.
- After the client authorizes the link modifications made will be visible on the portal

5.7 What type of existing UCC details can be modified?

- All UCC headers can be modified except – Client code, tax status and holding nature

5.8 Can a Member/MFD delete his UCC details?

- Member cannot delete the UCC once it is onboarded on the platform.

5.9 Is KYC to be done at the time of UCC registration?

- Yes, KYC is required to be done at the time of UCC registration

5.10 Member/MFD wants to view the Status of the KYC for UCC details?

- Post authorization from the client, member navigates path Member Desk > Member Master > Client KYC Status Report

5.11 What documents are required at the time of client onboarding?

- The Member/MFD must upload the following:
  - Client master common file
  - AOF image
  - FATCA File
  - FATCA image (only to be uploaded for Non individual clients)

5.12 What is digital and physical onboarding?

- In digital onboarding, the client will have to authenticate the UCC with an OTP which he/she receives on the registered email and mobile no.
- In physical onboarding, the Member/MFD must take the clients signature on the Account Opening Form (AOF) and upload the same on the NSE MF Invest platform.
- For non-individual clients, upload of AOF is mandatory along with the list of documents required by the RTAs. However, for individuals, e-Log authentication will supersede AOF document and Member/MFD will not be required to upload the AOF document for the Client Master.

5.13 What documents are required at the time of client onboarding for a Minor?

- The Member must upload the following:
  - AOF image along with birth certificate of the minor
  - FATCA File (Guardian PAN details are required if Minor's PAN is not available)

5.14 How is FATCA registration done?

- Member/MFD can register clients FATCA data through the UI from the path: Menu> Masters> FATCA Registration.
- Additionally, member/MFD can share the FATCA data to the Exchange through bulk upload. Path: Utilities>> Bulk Upload>>FATCA Individual/ FATCA COMMON.
- For non-individual clients, along with FATCA & UBO data shared through UI or bulk upload, the upload of FATCA Image – UBO/NPO as applicable is mandatory. Additionally, member must upload the FATCA/UBO Declaration image in their Login Path: Utilities>> FATCA Image Upload.

5.15 When will the UCC authentication email trigger?

- UCC authentication email will trigger only after the successful upload of FATCA File
- The UCC authentication mail/SMS (eLog) is sent to all the holders in the UCC. It is not mandatory for all the holders in the UCC to authenticate if the AOF image is uploaded.
- In digital & physical onboarding, either AOF or Client Authorization (eLog) will be required
- Once the client validates the OTP, eLog authentication shall be captured.
- The UCC authentication link is valid for 10 working days

5.16 Can the member resend the authentication link to the client for authentication?

- Yes, in case client has not received the e-Log mail, an option has been provided in member login to resend the authentication link to the client for authentication.
- Path: Reports >> Client Authorization Report>> Resend

5.17 Who needs to upload Account Opening Form (AOF)?

- Member/MFD needs to upload the AOF of the clients who do not have access to their mail and mobile no to authenticate the client master data through Link received on mail.
- Member/MFD can download the prefilled AOF from Utilities>> AOF Download and take the signature of the client on the same and upload it on NSE MF Invest Platform. Path: Utilities>> AOF Image Upload

5.18 What are the pre-checks members should ensure before placing an order?

- Member/MFD to ensure that individual UCC, FATCA files and AOF Image are uploaded or Elog to be authenticated. For non-individuals, along with the UCC & FATCA file, AOF & FATCA Images to be uploaded
- Client code authentication status should be successful
- KYC should be registered
- Bank should be in active status

5.19 Member wants to upload the AOF image on UCC?

- Member/MFD navigates Member Desk >> Utilities >> AOF Image upload. The maximum limit is 2 MB.

5.20 Member wants to upload the FATCA Image?

- The FATCA/UBO Declaration image must be uploaded by member via path - Member Desk >> Utilities >> FATCA Image upload. The maximum limit is 3 MB.

5.21 What are the formats acceptable in AOF and FATCA Image?

- Only .tiff, .tif, .jpg, .jpeg and .pdf files are allowed

5.22 How does the Member/MFD check whether FATCA form accepted by RTAs?

- Member/MFD to navigate Path: Reports >> FATCA Report and refer to the respective RTAs status

5.23 How does the Member/MFD check whether AOF Image has been uploaded?

- Member to navigate Path: Reports >> AOF Image upload report

5.24 Does Exchange do bank verification for non demat?

- Yes, Exchange does the bank verification through PAN based and penny less API, if we do not receive the response from both and bank account status is updated as FAILED, Member must upload the cancelled cheque copy to manually activate the bank status.
- Path: Utilities > Client Cancel Cheque Upload
- Only .png, .jpg, .jpeg with max. size of 2MB are allowed
- Once cancelled cheque copy is uploaded, the same will be validated by operation team and if appropriate, the respective bank account will be activated for transactions.

5.25 How long Exchange takes to activate the bank manually?

- Exchange will activate the Bank within 1 hour during market hours and post market hours on T-day

5.26 Can a member/MFD add/delete bank details?

- Member/MFD can add/delete bank details against a Client/UCC. Utilities > Bulk Upload.
- Choose the file type "Client Bank Upload" and upload .csv or .txt files with pipe-separated values without headers
- Member/MFD can refer sample file provided on screen for their reference

5.27 Where to upload GST certificate for UCC for Sole proprietorship?

- GST certificate is required to upload along with AOF and if bank is failed then member have to upload along with cheque copy in path
- Menu>utilities>AOF Image Upload
- Menu>utilities>client cancel cheque upload

6. Mandate Registration

6.1 What is a mandate?

- A mandate is a standing instruction provided by the customer to the issuing bank and other institutions, which allows these financial institutions to automatically debit the amount mentioned in the mandate from the customer's bank account.

6.2 What are the different types of mandates?

- There are 2 types of mandates – Physical (NACH) and E-Mandate

6.3 What is maximum amount for Physical & E-Mandate?

- In Physical (Nach) Mandate & E-Mandate, the limit is up to 1 Cr. Per transaction or as prescribed by NPCI from time to time

6.4 What are the timelines to process a mandate?

- For Physical mandate, 20 working days and for E-mandate 5 working days.

6.5 What are the banks are available for E-mandate registration?

- Kindly refer the path Member desk> Bank list>e-mandate bank list

6.6 How can the Member/MFD register a mandate (Physical/E-Mandate)?

- To register a mandate, follow the below steps:
- Member/MFD can register mandate of his clients through UI from the Path: Menu>XSIP>Mandate> Mandate Registration or can upload the Bulk file in the path below to register Mandates. Path: XSIP>Mandate> Mandate Bulk Upload.
- Member/MFD needs to enter all the required details including the Mandate type (NACH MANDATE or eNACH MANDATE) and save the data entered.

For physical mandate, kindly follow the below:

- select Mandate Type: X.
- After registering ACH Mandate, investor will receive email communication with prefilled mandate form.
- Investor will check the details and will sign the form as per bank records
- Member need to upload the signed ACH form on the path – XSIP>Mandate>Upload scan mandate
- Post upload of signed mandate form, details are sent to the Service Provider
- Service Provider will check all details and provide unique UMRN no against the registered mandate.
- Post which upload the details and reflect the status of the mandate in the mandate detailed report

For E-Mandate, kindly follow the below:

- select Mandate Type: E
- After registering E-Mandate, investor will receive email communication with the link to initiate the E-mandate registration
- investor has the option like Net Banking, Aadhar Card or Debit Card to register the e-mandate
- E-mandate is applicable to only individual tax codes as per below table:

Tax Code	Tax Name
01	Individual
02	On behalf of minor
11	NRI-Others
13	Sole Proprietorship

21	NRE
26	NRI Child
28	NRI - Minor (NRO)
41	QFI - Individual
42	QFI - Minors
61	OCI - Repatriation
62	OCI - Non-Repatriation
70	Person of Indian Origin
76	Seafarer NRE

6.7 What are the authorization modes allowed for E-mandate registration?

- Currently Net banking, Aadhar and Debit card are allowed.

6.8 When should the client authorize a mandate is the start date and registration date the same?

- Client should ensure to authorize the mandate before 12 p.m. if the start date and registration date is the same.

6.9 How to upload scan mandate form?

- For physical mandates - Navigate to XSIP → Mandate Upload scan mandate→ filter date wise/search by UCC → click on view. Upload the image against the desired UCC after the client's signature.

6.10 How to download prefilled scan mandate form?

- After registering Mandate Member/MFD can download the prefilled Mandate form of the registered mandate. Navigate to - Member desk>Menu>XSIP>Mandate>NACH PRE-Filled ACH Download

6.11 How can the Member/MFD generate mandate reports?

- To generate mandate reports, navigate to XSIP, then Mandate, and select Mandate Detailed Report.

6.12 What is the maximum period for which a mandate can be issued?

- As per NPCI notification NPCI/NACH/OC No. 012/2023-24 dated December 29, 2023, Mandate can be issued for a maximum duration of 40 years from the date of issuance.
- XSIP end date will be given a grace period of 1 month to avoid any lapse of last instalment trigger due to holidays. For e.g. If SIP end date is on 10/03/2025 then it will be given a grace period of 1 month. Thus, SIP end date will be extended upto i.e. 10/04/2025 and the mandate shall be expired 2 days prior to the extended grace period i.e. on 08/04/2025.

6.13 If Exchange user rejected the Physical mandate due to any business validation, can Member/MFD rectify and reupload the same.

- Yes, Member/MFD can rectify the same and reupload until it will not move to further stage to bank.

6.14 If bank rejected the physical mandate due to any validation, can the same again be modified and uploaded.

- No, once the bank is rejected any mandate due to any validation. Member must register the fresh mandate only.

6.15 How long mandate link will be valid?

- Link will be valid for T+1.

6.16 Can the mandate link be retriggered?

- Yes, the member/MFD can retrigger the link to the investor by clicking on XSIP →mandate→ Mandate detail report and selecting the required mandate.

6.17 Can Member/MFD download the sample Physical mandate form?

- Yes, navigate to XSIP →mandate →NACH Pre-filled mandate Download. By clicking on Hyper link "Download blank mandate" the form will get downloaded.

6.18 If Physical mandate is rejected by Exchange users, how Member/MFD can re-upload the form by doing required rectification?

- Once the Physical mandate is rejected by Exchange users it goes to Member/MFD queue. To reupload the rectified form, Member must navigate to XSIP→Mandate→Upload Scan Mandate.

6.19 Can Member/MFD map the existing SIP with newly created Mandate ID with Exchange where Exchange does the fund collection?

- For mandate mapping and unmapping, member can access the path: **Bulk Upload >> SIP/XSIP Mandate Shifting**
- **To Map a mandate:** Provide the SIP number and mandate ID
- **To Unmap a mandate:** Enter the SIP number and leave the Mandate ID field blank.
- A sample file is available on the entry screen, for your reference.
- only .csv or .txt file allowed with pipe (|) separated values. Kindly import file without header.

6.20 What are mandate rejection reasons and remedial action to be taken?

- The mandate rejection reasons, and remedial action are as follows:

For HDFC Bank (E-Mandate):

Sr.no	Error codes	Action point
1.	Account frozen / Mandate cannot be registered with Inactive account	Customer has passed the inactive Account. Request you to pls ask customer to validate the account number and register the fresh mandate.
2.	Authentication Failed	Request is failed by Customer destination/Beneficiary bank with error as mentioned. Pls ask customer to check with his/her destination/Beneficiary bank for further assistance.
3.	Bank Check sum is not available or empty	Request is failed at NPCI end with error as mentioned. Request you to pls ask customer to reinitiate the fresh mandate registration and check.
4.	Bank Restricts Duplicate request. Mandate Registration Failed_ Please contact your home branch	Request is failed at NPCI end with error as mentioned. Request you to pls ask customer to reinitiate the fresh mandate registration and check.
5.	'Bank Returning Error XML'	Request is failed by Customer destination/Beneficiary bank with error as mentioned. Pls ask customer to check with his/her destination/Beneficiary bank for further assistance.
6.	Bank Returning Error XML - No response received from customer	Customer has not completed the journey for the mentioned case. Request you to pls ask customer to reinitiate the fresh mandate registration and complete whole journey within 10 mins.
7.	Destination Bank not certified	Request is failed at NPCI end with error as mentioned. Request you to pls ask customer to reinitiate the fresh mandate registration and check.

8.	Destination Bank not enabled for e-Sign e-Mandate	Bank is not active for Aadhaar variant, request you to pls ask customer to retry the registration using Net banking or Debit Card mode of authentication
9.	Drop Out	Request is failed at NPCI end with error as mentioned. Request you to pls ask customer to reinitiate the fresh mandate registration and check.
10.	Duplicate msg id found	Request has been failed by mentioned error message. Request you to pls initiate a fresh mandate registration and check.
11.	Email Id is invalid	Customer has passed the invalid email id. Request you to pls ask customer to pass the correct and valid email id and register the fresh mandate.
12.	Error in decrypting Accepted value	Request is failed at NPCI end with error as mentioned. Request you to pls ask customer to reinitiate the fresh mandate registration and check.
13.	Error in posting mandate details	Request is failed at NPCI end with error as mentioned. Request you to pls ask customer to reinitiate the fresh mandate registration and check.
14.	Error in Processing Mandate Verify Response	Request is failed at NPCI end with error as mentioned. Request you to pls ask customer to reinitiate the fresh mandate registration and check.
15.	Invalid JSON Structure	Request is failed by Customer destination/Beneficiary bank with error as mentioned. Pls ask customer to check with his/her destination/Beneficiary bank for further assistance.
16.	Mandate Not Registered_NRE Account	Request is failed by Customer destination/Beneficiary bank with error as mentioned. Pls ask customer to check with his/her destination/Beneficiary bank for further assistance.
17.	Mandate period exceeded 30 Years	Request is failed at NPCI end with error as mentioned. Request you to pls ask customer to reinitiate the fresh mandate registration and check.
18.	Mandate registration failed	Request is failed at NPCI end with error as mentioned. Request you to pls ask customer to reinitiate the fresh mandate registration and check.
19.	Mandate Verify Details Response is null	Request is failed at NPCI end with error as mentioned. Request you to pls ask customer to reinitiate the fresh mandate registration and check.
20.	Merchant Id not in approved list	Request is failed at NPCI end with error as mentioned. Request you to pls ask customer to reinitiate the fresh mandate registration and check.
21.	Merchant msg id is duplicate, Merchant mandate ID is duplicate	Request is failed at NPCI end with error as mentioned. Request you to pls ask customer to reinitiate the fresh mandate registration and check.
22.	Mobile cannot be less than the length 10	Customer has passed the incorrect Mobile number. Request you to pls ask customer to pass the correct 10-digit mobile number and check.

23.	MSG ID dropped case	Request is failed at NPCI end with error as mentioned. Request you to pls ask customer to reinitiate the fresh mandate registration and check.
24.	No such account	Request is failed by Customer destination/Beneficiary bank with error as mentioned. Pls ask customer to check with his/her destination/Beneficiary bank for further assistance.
25.	No Variant is eligible for Selection	Request is failed at NPCI end with error as mentioned. Request you to pls ask customer to reinitiate the fresh mandate registration and check.
26.	No Details available for Requested Ma ndate Req ID	Request is failed at NPCI end with error as mentioned. Request you to pls ask customer to reinitiate the fresh mandate registration and check.

6.21 In the mandate report we are receiving two status i.e Status and ENACH Status in E-Mandate Mandate and only status in Physical Mandate?

- We wish to inform you that both the status remarks refer to different responses altogether. In E-mandate, ENach status column refers to Mandate response received by the Bank by generating UMRN.
- For both E-mandate and Physical mandate, the Status column refers to the mandate status after uploading response file received from the aggregator.

6.22 What are the different mandate statuses available in the mandate detailed report?

- The different mandate statuses available in the mandate detailed report are as under:

Status	Clarification as per the NSE	Mandate Type
Approved	Mandate is approved. MIS is uploaded and UMRN as well as status is updated.	Both
Assigned to Agency	This is for Physical Mandate. If Mandate is processed by Member, this will be assigned to Agency desk login	Physical Mandate
Initial Rejection	In case there is mismatch in the mandate details. In MIS from HDFC and Bill desk we receive the initial rejection and fresh mandate to be registered	Both
Pending	Mandate journey is incomplete.	Both
Physical not Received	Scanned image is not received by the Exchange	Physical Mandate
Received By Exchange	Scanned image is uploaded and is received by Exchange	Physical Mandate
Registered by member	Mandate processed by member	Both
Rejected	Mandate is rejected by service provider.	Both
Scan Image not uploaded	Scanned image is not uploaded	Physical Mandate
Under Processing	Mandate journey is complete status is not yet updated by uploading the MIS received from service provider by Exchange	Both
Verification Failed	Scanned image is not proper hence rejected by Backoffice	Physical Mandate

6.23 Will NSE provide new Mandate IDs for existing mandates that were originally created on NSE NMF or will the existing Mandate IDs from NMF continue to remain valid and unchanged?

- The existing mandate IDs will continue.

6.24 What if the bank status of the investor changes from SB to NRO and has an active mandate mapped with active SIP before change?

- In such scenario new scan mandate to be registered and mapped the active SIP to the new mandate.
- Please note E-mandate facility is not available for NRO investor.

6.25 What is the logic used to validate the minimum and maximum days between registration (Start Date) when the generate first order today open is ticked in case of XSIP, STP and SWP?

- The minimum and maximum days gap is available in the respective scheme master of XSIP, STP and SWP. Further, the same is also mandate dependent. Refer below table for the same:

Mandate Status	Mandate Type	Expected Gap between Current Date & XSIP Start date
Approved	ACH	2 working days (authorisation day)
	eNACH	2 working days (authorisation day)
Under Process	ACH	2 working days + 20 calendar days (Mandate approval day)
	eNACH	2 working days + 5 calendar days (Mandate approval day)

- Scan mandate reprocessing TAT is 20 Days.

6.26 Is e-mandate registration allowed for non-individual investors?

- Yes, e-mandate registration is allowed for non-individual investors, provided there is single authorized signatory with financial rights for Netbanking or Debit card. We will facilitate and submit the mandate registration from our platform. However, the final acceptance and activation of the mandate is solely at the discretion of the Beneficiary Bank. This facility is currently available only through Netbanking and Debit card.

7. Transaction Process

7.1 What types of transactions are supported on the NSE MF Invest Portal?

- **Lumpsum**
  - Fresh purchase & Additional purchase
  - Redemption
  - Switch
- **Systematic Transactions**
  - SIP & XSIP
  - STP
  - SWP

7.2 What does lumpsum transaction consists of?

- 'Fresh' purchase indicates the purchase Orders that are placed for the selected scheme for the very first time. 'Additional' purchases mean any incremental purchase of units of the same scheme, which is already available in your folio/demat account.
- Redemption is nothing but a process of withdrawing Amount or equivalent units from your mutual fund investments and getting the money back from your investment at the net asset value (NAV) prevailing on the redemption day.
- Switching refers to transferring from debt to equity or liquid funds or vice versa. Also from regular to direct mutual fund plans is only permitted for trading members. This helps to manage risk or enhance returns. Further, switches from direct to regular plans is not permissible. The switches are allowed only within the schemes of the same AMC or plans of the same AMC. Switches between schemes of different AMCs are not permissible.

7.3 What is L0 settlement type/Transactions?

- To avail historical NAV (previous day NAV), transactions that are placed to purchase units of Liquid Mutual Fund schemes by selecting L0 as a suffix to the scheme type, are called L0 transactions. It is also a separate settlement type defined while placing the order. L0 transactions for purchase are accepted on the NSE MF Invest platform till 1:00 p.m. on a business day.

7.4 What is L1 Settlement Type/Transactions?

- Transactions that are placed to purchase units of Non-Liquid Mutual Fund schemes and have a value of Rs 2 Lakhs and above are called L1 transactions. L1 transactions for purchase are accepted on the NSE MF Invest platform till 2:30 p.m. on a business day.

7.5 What is Normal settlement type/Transactions?

- Apart from L1, L0 & MF, transactions that are placed to purchase units of Non-Liquid Mutual Fund schemes and have a value of less than Rs. 2 lakhs are called as Normal Purchase transactions. Any Liquid transaction which not having L0 settlement also called Normal Transaction. Redemption and switch are permissible only in Normal Transaction.

7.6 What is MF settlement Type/Transactions?

- MF settlement type pertains to NFO schemes. It also consists of FMP, ETF & Internal funds. Redemption and switch transactions are not allowed.

7.7 What are the different types of plans in Mutual fund schemes?

- Growth
- Dividend payout
- Dividend Reinvestment

7.8 How do I enter a Purchase/Redemption transaction?

- Member/MFD can place fresh/additional transaction of their clients through UI from the Path - Menu> Quick Order
- Member/MFD can also place orders through bulk upload option in the path below to place fresh/additional transactions.
  - Navigate to Utilities and select Bulk Upload.
  - Choose the file type "Order Entry" and upload .csv or .txt files with pipe-separated values with or without headers.
  - After uploading, the investor must make payment through the link sent via email

7.9 What is the cut-off time for all transactions?

- The cut-off time for all transactions is as under:

Type of Schemes	Transaction type	Cut-off timings
Liquid Funds	Subscription	1:00 p.m.
	Redemption	3:00 p.m.
Overnight Funds	Redemption	7:00 p.m.
All other schemes (other than Liquid Funds / Overnight Funds)	Subscription	2:30 p.m.
	Redemption	3:00 p.m.

Note: Only reconciled funds will be reported to the RTA

7.10 Is the mode of payment mandatory at the time of authorization of order?

- Yes, it is mandatory as order will go for further processing only post selection of payment mode.

7.11 What is the TAT for an order if payment mode is mandate?

- The TAT for lumpsum transactions for payment mode OTM is T+1 subject to authorization before 11 a.m. or else T+2.

7.12 The transaction payment link is valid till what time?

- Payment link is valid till T+1 day post which the order will get auto rejected.

7.13 How can I view all orders?

- To view all orders, navigate to Member Desk, then Menu, and select View Orders. View and filter orders by AMC, Scheme Name, Scheme Code, Client Code, and Order IDs. The orders will reflect only for the current day.
- For non-reconciled orders, member can the check in the provisional order report.

7.14 How do I cancel/modify orders in the system?

- To cancel orders in the system, navigate to Utilities and select Bulk Upload. Choose the file type "Order Cancellation" and upload .txt or .csv files with pipe-separated values without headers. However, if the payment/authorization is completed member cannot cancel/modify the order.

7.15 Bulk order cancellation is allowed for which type of orders?

- Bulk order cancellation is allowed for lumpsum and SIP child-orders.

7.16 At the time of placing a lumpsum order, member order is rejected at the RTA's end with the said rejection remark - Order Placement Issue - Broker Code Not Empanelled?

- The order had failed as the member was not empanelled for Direct schemes with RTA.

7.17 What is SIP registration?

- Systematic Investment Plan (SIP) is an investment plan (methodology) offered by Mutual Funds wherein one could invest a fixed amount in a mutual fund scheme periodically, at fixed intervals instead of making a lump-sum investment.

7.18 How to identify in a scheme whether purchase, redemption, switch, SIP, XSIP, STP & SWP transactions are allowed?

- The transaction type eligibility differs for each scheme of the AMC. If following flag is mentioned as Y in scheme master, then respective transactions are allowed by the AMCs. If mentioned flag is N, transactions not allowed by the AMCs. The same identification can be followed for various other transaction types like switch, SIP, STP, SWP etc.

7.19 What does Systematic transactions consist of?

- SIP - Systematic Investment Plan or SIP is a method of investing in mutual funds wherein an investor chooses a mutual fund scheme and invests the fixed amount of his choice at fixed intervals. Collections are not done through the mandate.
- XSIP - XSIP are those SIPs where the mandates are registered in favour of the Exchange, and the collection is done through the mandate registered.
- STP - A Systematic Transfer Plan (STP) allows an investor to transfer a fixed amount of money at a fixed interval from one mutual fund scheme (the Source scheme) to another (the Target scheme).
- SWP - SWP or systematic withdrawal plan is a mutual fund investment plan, through which investors can withdraw fixed amounts at regular intervals from the investment they have made in any mutual fund scheme.

7.20 What are the key parameters of SIP registration?

- Same Day SIP: If yes, first instalment will trigger on date of SIP registration else on SIP date
- Frequency: Daily, Weekly, Fortnightly, Monthly, Quarterly, Half Yearly or Yearly
- SIP Date: Date on which instalment should trigger
- No of Instalment

7.21 What does SIP Minimum gap, SIP Maximum gap and SIP instalment gap in SIP master represent?

- SIP Minimum Gap: The minimum number of days between two SIP instalments.
  Example: For monthly frequency, the gap is 30 days.
- SIP Maximum Gap: The maximum allowable gap between SIP instalments.
  Example: For monthly frequency, the gap is 60 days.
- SIP Instalment Gap: The fixed gap that will be maintained between each SIP order as per the selected frequency.
- The SIP validation Gap for SIPs with 1st Order Today, has been reduced from 30 days to 7 days

Frequency	SIP Min Gap	SIP Max Gap	SIP Instalment Gap
Daily	0	31	0
Weekly	7	37	7
Monthly	30	60	30
Quarterly	90	120	90

7.22 What is the process of XSIP with first order execution?

- Client will receive XSIP authorisation link to authorize.
- Post which client will receive authorisation and payment link for first order hence he need to authorise the link via OTP and then select payment mode and proceed further.

7.23 What is the logic for weekly and Fortnightly SIPs?

- With regard to the said logics, kindly refer download reference - NSE/NMFTM/68107 dated May 21, 2025.

7.24 How do I create SIP transactions?

- To create SIP transactions, navigate to SIP and select SIP Bulk Upload. Choose the file type "SIP Registration" and upload .csv files with comma-separated values without headers. Investors must authorize SIP orders via a link sent in email.

7.25 What is SIP Minimum Instalment Number?

- It is the minimum number of instalments required to register an SIP. System will not allow to register if the total instalment numbers is less than specified in the scheme master. Example: If the minimum instalment is 6 for a monthly SIP, then the order must be placed for 6 or more instalments.

7.26 How do I cancel SIP transactions?

- To cancel SIP transactions, navigate to SIP and select SIP Bulk Upload. Choose the file type "SIP Cancellation" and upload .txt files with pipe-separated values without headers.

7.27 How do I cancel SIP transactions pertaining to client demise?

- Member/MFD must send an email to helpdesk support team along with the below documents.
  - Death Certificate
  - PAN Card of the existing holders/nominee/legal heir
  - Covering letter signed by the existing holders/nominee/legal heir
- Exchange will process the same aftermarket hours. Post which refer SIP cancellation reports from the below mentioned path - SIP >> SIP Reg. & Can. Report
- Along with the above details please share the data as below in txt or CSV format.

MEMBER_CODE|CLIENT_CODE|SIP_REG_ID|STP_REG_ID|SWP_REG_ID|REMARK
1000002|ABCD123|20260000000125|20260000000126|20260000000127|Demise
Kindly note the mandate linked to SIP will also be cancelled for demise case

7.28 Why did the SIP get rejected?

- The SIP order can get rejected due to the following reasons:
  - Insufficient funds at the time of funds collection
  - Rejected by RTA

7.29 How can I generate various SIP reports?

- To generate various SIP reports, navigate to SIP and access different reports such as SIP Registration & Cancellation, SIP Instalment Due, SIP Matured, and SIP Missed Instalment. For payment and settlement details refer the 'Order Cycle report'

7.30 How do I enter and cancel XSIP transactions?

- To enter XSIP transactions, navigate to XSIP and select XSIP Bulk Upload. Choose the file type "XSIP Registration" for new orders. To cancel XSIP transactions, select "XSIP Cancellation."

7.31 While registering XSIP and opting for first instalment on the same day, investor is not receiving payment link?

- Investor first needs to authorize the XSIP registration link. Post which he will receive the payment link on registered email id to make payment.

7.32 What is SIP Top-up?

- Top Up is when an investor Top-ups the amount for a particular SIP during the tenure of the existing SIP. The Investor can increase the SIP instalment at pre-defined intervals by a fixed amount. Currently only annual basis is applicable in the system.

7.33 How do I handle SIP Top-Up transactions?

- To handle SIP Top-Up transactions, navigate to Member Desk, then Utility, then Bulk Upload, and select SIP Modification. Upload .txt or .csv files with pipe-separated values without headers.

7.34 What is Step up?

- A "SIP Step-Up" is a feature within a Systematic Investment Plan (SIP) that allows you to automatically increase your investment amount at regular intervals, typically annually or semi-annually. Instead of investing a fixed amount each month, your SIP contributions gradually increase by a pre-set percentage or amount over time.

7.35 How do I manage SWP transactions?

- To manage SWP transactions, navigate to SWP and select SWP Bulk Upload. Choose the file type "SWP Registration" for new orders and "SWP Cancellation" for cancelling orders. member can check SWP status from below mentioned path. (PATH - SWP >> SWP Status Report)

7.36 How do I manage STP transactions?

- To manage STP transactions, navigate to STP and select STP Bulk Upload. Choose the file type "STP Registration" for new orders and "STP Cancellation" for cancelling orders.

7.37 Is daily frequency allowed in STP transactions?

- Yes, daily frequency is allowed in STP transactions.

7.38 What is the difference in the SIP/STP/SWP flag Status Mismatch with Normal master?

- In Normal Scheme master file SIP/STP/SWP flag represent, existing SIP/STP/SWP instalments are allowed
- In SIP/STP/SWP masters, ASIP/ASTP/ASWP status flag represents, fresh registrations are allowed.
- In STP and SWP there is no L1 or L0 category schemes, client/investor can place order using normal scheme codes only.

7.39 How do I manage Switch transactions?

- To manage Switch transactions, navigate to Utilities and select Bulk Upload. Choose the file type "Switch Order Entry" and upload .txt or .csv files with pipe-separated values without headers. After uploading, view orders from the Switch Order Report menu.

7.40 What is the Order Expiry TAT for STP and SWP?

- STP and SWP authorisation link will get auto if the authorization is not done within T+1 business days and the order will auto expire within T+5 business days.

7.41 Is there a separate API for master data?

- There is no separate APIs for master data. Member/MFD will maintain the master data at their end. Member/MFD can refer the web file structure attached in this document.

7.42 Can the investor make a duplicate payment, if their journey is not completed successfully?

- No, if the investor has made the payment successfully, on clicking the payment link again, a validation message will be displayed on the proceed to payment button.

7.43 Can a Member/MFD redeem or switch in amount?

- No in demat mode, the same is not applicable

7.44 Can a Member/MFD redeem all units in demat?

- No, the member/MFD needs to mention the number of units for redemption

7.45 What is the process for unit settlement for redemption in demat?

- The cut-off time for all redemption transactions is 3:00 PM. The process for unit settlement by NCL team is as follows:
- Receipt and transfer of mutual fund units for redemption will be done on T-day and will be conducted for units in dematerialized form only. The cut-off time to receive units for redemption shall be 4:30 PM for normal and 7.15 PM. for overnight schemes.
- The delivery instructions for crediting the units for redemption should be given by the investor to the following account in NSDL as an on-market transaction:

  CM BPID: IN565576 The following details should be mentioned in addition to the above:
  CM Name: NSCCL
  ISIN:
  Market Type:
  Settlement No.:
  (Note: – Market type will be 'Liquid Redemption' for Liquid/Debt schemes and 'Normal Redemption' for Non-liquid/Equity schemes)

  The delivery instructions for crediting the units for redemption should be given by the investor to the following account in CDSL:
  Exchange Name: National Stock Exchange of India Ltd
  ISIN:
  Market Type:
  Settlement No.:
  Counter BO Id (NSE CLEARING House Account): 1100001100017837
  (Note: – Market type will be 'Liquid Redemption' for Liquid/Debt schemes and 'MF Repurchase' for Non-liquid/Equity schemes) The delivery instructions for crediting the units for redemption will be between CDSL accounts (CDSL to CDSL transfer).

7.46 Why is the Member unable to transfer units for settlement post redemption order due to error code - Transaction Rolled Back Due to Voided/ Failed Segments. Mutual Fund House Account Is Not Allowed for Transaction"?

- The member's is unable to transfer units for settlement as the account is dormant/inactive. New DP account to be opened.

7.47 Order status is still showing as Payment Pending post making payment by investor?

- The member needs to upload the UTR details wherein multiple orders are placed against a single amount. Member to ensure **22-digit UTR for RTGS, 16-digit UTR for NEFT, 12-digit for IMPS and reference number as provided by HDFC bank in case transfer from HDFC Bank** is updated. Wrong/short UTR may not result in mapping of funds with orders placed and such unreconciled funds will be refunded to source account.

7.48 What details can be viewed in the order cycle report?

- Member/MFD can view the complete lifecycle of the order including order authentication status by respective holders, payment mode, payment status, reconciliation status, settlement details, refund details if applicable for all orders placed. Member can also export this report in Excel and TXT format for their reference.

7.49 At what stages can the member retrigger the link?

- Member can retrigger the link"
  - View orders on the same day – Main Menu – View orders - Enter Client code/Order Id>>Click on View
  - Client authorization within 5 days – Reports - Client authorization report – resend option button
  - SIP/XSIP within 48 hours - XSIP > XSIP reg report and can report

7.50 What are the different order statuses?

- The different order statuses are as follows:

Status Name	Transaction Type	Order Status	Order Type	Order Sub Type	Description
2FA PENDING	Purchase/Redemption	Valid	NRM/SIP/STP/SIP/XSIP/SWP	NRM/SWH/STP	When member places Non Demat transaction and 2FA pending from client end.
AUTH PENDING	Purchase/Redemption	Valid	NRM/SIP/STP/SIP/XSIP/SWP	NRM/SWH/STP	1. When member places Demat transaction and authorization pending from client end. 2. When Member uploads purchase order.
PAYMENT PENDING	Purchase	Valid	NRM/SIP/XSIP	NRM	1.When client of Member authorizes the purchase order. 3. While systematic tranche order auto insert by system.
PAYMENT CONFIRMATION PENDING	Purchase	Valid	NRM/SIP/XSIP	NRM	Payment pending from investor end.
PENDING FOR RTA	Purchase/Redemption	Valid	NRM/SIP/STP/SIP/XSIP/SWP	NRM/SWH/STP	1.When Member Uploads redemption order. 2. When Purchase Order payment reconciled.
CANCELED	Purchase/Redemption	Invalid	NRM	NRM/SWH	When Order Cancel by Member.
REJECTED	Purchase/Redemption	Invalid	NRM/SIP/STP/SIP/XSIP/SWP	NRM/SWH/STP	1.During Payment Reconciliation of Purchase order (Account Mismatch). 2. When Redemption Units not received from client.
VALIDATED BY RTA/AUTO	Purchase/Redemption	Valid	NRM/SIP/STP/SIP/XSIP/SWP	NRM/SWH/STP	When Feed file generated for order.

VALIDATED BY RTA					
REJECTED BY RTA	Purchase/Redemption	Invalid	NRM/SIP/STP/SIP/XSIP/SWP	NRM/SWH/STP	When Import RTA Instant Response file - RTA Response file
FINAL SENT TO RTA	Redemption	Valid	NRM//STP/SWP	NRM/SWH/STP	When Final Feed file generated for redemption order.
FINAL VALIDATED BY RTA	Redemption	Valid	NRM//STP/SWP	NRM/SWH/STP	When Import RTA Instant Response file for redemption order after
ALLOTMENT DONE	Purchase/Redemption	Valid	NRM//STP/SWP	NRM/SWH/STP	When reverse feed is imported for purchase/redemption order.
UNITS TRANSFERRED TO AMC	Redemption	Valid	NRM//STP/SWP	NRM/SWH/STP	When redemption order Unit transfer from NSE account to AMC account.
UNITS TRANSFERRED TO CLIENT/MEMBER	Purchase	Valid	NRM/SIP/XSIP	NRM/SWH	When purchase order payout DIS response file is uploaded and unit is successfully transferred to client / member
UNITS TRANSFER FAILED TO CLIENT/MEMBER	Purchase	Valid	NRM/SIP/XSIP	NRM	When purchase order payout response file is upload and units have failed to transfer client / member
AUTO REJECTED	Purchase/Redemption	Invalid	NRM/SIP/STP/SIP/XSIP/SWP	NRM/SWH/STP	When Orders Auto Rejected by CRON

7.51 When will an order expire and refund processed?

- The Order will expire as per row 1 and the refund will be processed as per row 2 mentioned in the below table:

Order Placed and Authorised	Fund Received	Refund	Order will Expire	Refund on
Yes	No	No	T+5	
No	Yes	Yes		T+2

7.52 What are the different Transaction modes in Scheme Master?

- The different Transaction modes in Scheme Master are D, P and DP
  - D – Demat
  - P – Physical
  - DP – Demat and Physical

7.53 What is the authorization matrix for transactions?

- The authorization matrix for transactions is as under:

Mode Of Holding	Single	Joint		Anyone or Survivor	
Transaction Nature	**Primary Holder**	**Primary Holder**	**Secondary Holder**	**Primary Holder**	**Secondary Holder**
Fresh Purchase	Yes	Yes	Yes	Yes	No
Additional Purchase	Yes	Yes	No	Yes	No
Systematic	Yes	Yes	No	Yes	No
Redemption	Yes	Yes	No	Yes	No

7.54 How can the member check if the email has been delivered or not?

- The members can check the same in the DLR report. Path – Reports> DLR Report

7.55 Why is the SIP registration number on the new platform different than that of the old platform?

- On the new platform, the SIP registration number is unique. Thus, in order to avoid duplication, a new unique SIP Registration number is assigned for the existing UCC to ensure proper tracking and reconciliation of SIP transactions.

7.56 Where can the member view the list of banned countries for transactions?

- Add path – Downloads>Banned AMC/Scheme Report.

7.57 We are trying to pause the XSIP/SIP but facing this error last instalment of the SIP is not valid?

- The system will allow XSIP/SIP pause request only if the last instalment of the SIP is valid. In your case the last instalment was rejected due to insufficient balance. Hence, system is not allowing you for SIP pause.

7.58 How can the member confirm the transactions placed?

- Along with the authentication and confirmation mails sent to the registered email and mobile number, Member can also download the transaction slips for the transactions placed by him. The slips can be downloaded for Purchase, Redemption, Switch, SIP, STP and SWP. Path: Menu> Utilities >Transaction Slip Download.

7.59 What is the criteria for member's to transact in SIF?

- Prior to transacting in SIF, Member needs to be pass the NISM Series XIII exam and provide the certification to the AMC. The validations are done by the RTA and AMC.

7.60 Will the order be processed if the bank account is updated in the UCC post placing the order?

- Yes, If the bank account is updated in the UCC after order placement and the account is active, the funds will get correctly mapped to the order and it will be processed successfully.

7.61 Why is the SIP cancelled in spite of the XSIP/SIP resumed after two successful pauses?

- In NSEMF Invest only 2 Pauses are allowed, and *for next instalment if funds are not debited from the client's account for any reason for an example insufficient balance, dormant account or account closed etc. then that SIP will get automatically cancelled in NSE MF Invest platform due to 3 consecutive failure and same will be reported to respective RTA*

7.62 When can client cancels the SIP/XSIP and will debit feed be generated for an upcoming trigger if the SIP is cancelled?

- *System will allow to cancel the SIP/XSIP till T-2 for other than daily SIP frequency*
- *for daily SIP system will allow to cancel the SIP/XSIP anytime but with cancellation date as T+2*

- *If the SIP is cancelled before the debit feed is generated, then system will not generate the debit file* for the next instalment.
- *If the debit feed is generated, then system will not allow to cancel the SIP until reported to RTA and order is settled*

7.63 When XSIP debit Feed is generated and send to service provider?

- XSIP debit feed is generated on T-1 from NSEMF invest system and shared with Service provider for further processing. On T Day investor bank gets debited and the corresponding amount is transferred to NCL account.

7.64 How to generate Deposit slip for cheque payment mode transaction?

- While placing order member can select payment mode as "Cheque" or if member has not selected the payment mode, then investor have selected payment mode as "Cheque" post authorisation. Then member will be able to download deposit slip from "client cheque deposit slip download".
- XSIP debit feed is generated on T-1 from NSEMF invest system and shared with Service provider for further processing. On T Day investor bank gets debited and the corresponding amount is transferred to NCL account.

7.65 Which frequency is allowed for Top-up?

- Top-up is allowed only Annual frequency

7.66 What fields can be modified in SIP Modification?

- In SIP modification you can modify SIP Amt, Sub broker Code, ARN, EUIN, Demat to Physical, Physical to Demat, Folio, email & mobile. Post modification, investor authentication is required
- SIP can be modified only after 3 instalments are reported to RTA

7.67 For the 2FA process, on which email address or mobile number will the OTP be received?

- At the time of transaction authentication by an investor in NSEMF Invest, the OTP will be received on the registered email address or mobile number linked to the Folio at the RTA level. If a response is not received from the RTA, the OTP will then be sent to the email address or mobile number available in the UCC

7.68 What if basket order is placed and different email ids/mobile no are linked to each folio?

- At the time of transaction authentication, the investor will be presented with a dropdown list of email addresses and mobile numbers. Once the investor selects an email address or mobile number, all folio linked transactions associated with that email address or mobile number will be reflected.

7.69 What are the types of transactions for which a 2FA OTP will be sent to the email address or mobile number registered in the folio?

- Additional Purchase
- Redemption
- Switch
- SIP/SWP/STP registration
- SIP/SWP/STP Modification
- Fresh purchase with Folio

  *For fresh purchase without folio this is not applicable, the OTP will be delivered to email & Mobile no available in UCC.

7.70 Where can member check which email or mobile number the OTP is delivered to?

In the Member login section, there is a 2FA report, where members can check the email or mobile number on which the OTP was triggered.

7.71 Where can member check which email or mobile number the OTP is delivered to?

- In the Member login section, there is a 2FA report, where members can check the email or mobile number on which the OTP was triggered.

7.72 Where can member find NAV file on NSEMF Invest platform.

- In UI under “Masters” option, The NAV download option is provided in TEXT Format member can paste the downloaded text in Excel and convert Text to Columns and filter the required scheme to use. Further the Member can use the Scheme Master, NAV & Settlement calendar Download API and share filetype as NAV for NAV Download.

7.73 Getting error as "Parent XSIP does not having folio no" while doing XSIP TOP-UP?

- This error occurs due to no valid instalment found against the XSIP, you can check the order status report to check if the order is valid or invalid.

7.74 What is the effective date for an XSIP Pause

- The effective date for an XSIP Pause must be a future date that falls before the next Instalment date. The member can specify this date while registering an XSIP Pause.

7.75 In which cases cannot the XSIP Pause API be used.

- If the registered XSIP has a Daily frequency,
- If the last instalment is invalid.
- If the Next Instalment has already gone for collection

7.76 How many days before the trigger date can an XSIP pause be registered

- An XSIP Pause can be registered upto T-2 business days before the trigger date.

7.77 What is the difference between the XSIP Pause and the AMC Pause

- The XSIP Pause refers to pausing SIPs at the exchange records and the AMC Pause refers to pausing SIPs in the AMC records.

7.78 Why same ChannelPartnerCode is assigned for two difference Schemes, While ISIN code is different.

- The Channel Partner Code is generated using the AMC Code and RTA Scheme Code, for most payout and reinvestment schemes, the RTA Scheme Code remains the same, resulting in the same Channel Partner Code. However, the Div_Reinvest flag differs between the schemes, The RTA processes the orders based on the combination of the RTA Scheme Code and the Div_Reinvest flag.

7.79 Why SIP top up shows cancelled even the SIP top cancellation is not initiated?

- SIP top-up cancellation occurs when the member does not authorize within the specified expiry period. The system automatically cancels the request via a scheduled cron job, and the source system generates the SIP top-up status as 'Cancelled'

7.80 In the purchase transaction which bank is reported to RTA in the feed and mapped in folio?

- Bank through the payment is processed, the same bank is reported to RTA in the feed and bank is mapped in the folio.

7.81 Why facing the Validation "AOF IMAGE IS NOT PRESENT OR NOT VALID OR NOT VERIFIED" While placing the order.

- Please refer UCC onboarding report and check the AOF status, if pending please upload the same or if it is rejected, please modify the UCC and upload the new AOF.

8. Payment Modes

8.1 What are the payment modes available?

- Mandate
- UPI through VPA(UPI ID) & QR Scan
- Net Banking
- NEFT/RTGS
- Cheque

8.2 What is the cut-off for the available payment modes?

Purchase in Liquid schemes

SN	Payment mode	Order type	Cut-off time	Applicable NAV
1	UPI	Purchase	01:00 PM	T -1 day
2	Netbanking (direct settlement banks)	Purchase	01:00 PM	T -1 day
3	Netbanking (non-direct settlement banks)	Purchase	12 AM to 11:59 PM	T day
4	NEFT and RTGS	Purchase	01:00 PM	The NAV may vary from T-1 day to T+5 day, depending on the day the funds are credited to NCL's bank account.
5	Cheque	Purchase	01:00 PM	T+3

Purchase in other non-liquid schemes like equity, debt, hybrid, etc

SN	Payment mode	Order type	Cut-off time	Applicable NAV
1	UPI	Purchase	2:30 PM	T day
2	Netbanking (direct settlement banks)	Purchase	2:30 PM	T day
3	Netbanking (non-direct settlement banks)	Purchase	12 AM to 11:59 PM	T+1 day
4	NEFT and RTGS	Purchase	2:30 PM	The NAV may vary from T day to T+5 day, depending on the day the funds are credited to NCL's bank account.
5	Cheque	Purchase	2:30 PM	T+3

Cut-off time for redeeming mutual funds.

The cut-off time for redemption orders is 3:00 PM. The NAV of T Day will be applicable for orders placed within the cut-off time.

8.3 What are the direct credit banks are available?

- Following banks are available for Direct Credit (DC)
  1. IDFC Bank
  2. HDFC Bank
  3. Axis Bank
  4. IndusInd Bank
  5. Kotak Bank
  6. ICICI Bank
  7. SBI Bank

8.4 What is third party validation?

- Third-party validation (TPV) is a mandatory process where a payment made for a mutual fund investment is verified to ensure it originates from the customer's registered bank account. This validation, mandated by SEBI, helps to ensure accuracy, reduces fraud risk, and protects investors.

8.5 For Online/Net banking, are all banks supported?

- No, only the banks supported by Service Provider for third party validation will be allowed. The list is updated by the Service Provider from time to time.

8.6 What are the banks allowed for third party validation in NSE MF Invest.

- Below are the banks which are currently allowed third party validation.

NET BANKING ENABLED BANK LIST

1. AU SMALL FINANCE BANK LIMITED
2. BANK OF BARODA
3. CANARA BANK
4. CATHOLIC SYRIAN BANK LIMITED
5. CENTRAL BANK OF INDIA
6. CITY UNION BANK LIMITED
7. DBS BANK INDIA LIMITED
8. DCB BANK LIMITED
9. EQUITAS SMALL FINANCE BANK LIMITED
10. FEDERAL BANK
11. INDIAN BANK
12. INDIAN OVERSEAS BANK
13. JAMMU AND KASHMIR BANK LIMITED
14. JANA SMALL FINANCE BANK LTD
15. KARUR VYSYA BANK
16. PUNJAB NATIONAL BANK
17. RBL BANK LIMITED
18. SOUTH INDIAN BANK
19. THE SHAMRAO VITHAL COOPERATIVE BANK
20. UJJIVAN SMALL FINANCE BANK LIMITED
21. YES BANK
22. STANDARD CHARTERED BANK

NET BANKING WILL BE ENABLED SHORTLY

1. BANK OF INDIA
2. BANK OF MAHARASHTRA

3. CORPORATION BANK
4. DEUSTCHE BANK
5. DHANALAKSHMI BANK
6. IDBI BANK
7. KARNATAKA BANK LIMITED
8. LAXMI VILAS BANK
9. PUNJAB AND SIND BANK
10. SARASWAT COOPERATIVE BANK LIMITED
11. TAMILNAD MERCANTILE BANK LIMITED
12. UCO BANK
13. UNITED BANK OF INDIA

Note: The Net banking is only supported for Retail Customers, as Corporate Net banking doesn't support Third Party Validations (TPV).

8.7 How long payment link is valid.?

- The link is valid for T+1 and will not be able to authorize the transaction post expiry.

8.8 How can the member view the error messages associated with various payment methods along with their reasons, descriptions and steps for resolution?

- The member can click on the link - https://razorpay.com/docs/errors/payments/list/ to view the error codes along with the reason and steps for resolution.

8.9 If order placed but payment not made by investor, how long the order will be valid, and can payment be done?

- If the order is authorised and payment not received, then order will be valid for 5 days, post that order will be auto cancelled in the system.

8.10 If order placed but not authorized, how long the order will be open?

- The order in the authorization pending status will be opened till T+1 Day 11.59.59 P.M., post that it will auto expire in system.

8.11 If funds are received but order not entered by Member, how long the funds will be valid, and can Member place an order?

- The funds will be valid for 2 working days, if order not executed, the funds will be refunded.

8.12 Do all banks support UPI payments on NSE MF Invest Platform?

- No, only the banks supported by service provider for third party validation will be allowed. The list is updated by service provider from time to time. You can refer the list in below link. https://www.npci.org.in/what-we-do/upi/live-Members

8.13 In case of cheque transactions, the cheque must draw in which name?

- Cheque to be issued in the favour of "**NSE INVEST PLATFORM NCL SETTLEMENT A/C**." Account number – 57500001396612, CMS Client code - N2EVU6AQBS.

8.14 How to download the transactions slip after placing the order via Cheque code of payment?

- Go to utilities > Client Cheque Deposit Slip Download- filter by date /UCC/order no./cheque no. and click on view then click on download hyper link.

8.15 Can I download multiple transactions slip in on go?

- Yes, need to filter fields date wise and click on view all the entries on that filter date will be reflected by clicking on top of checkbox and click on download button all the entries on those date will get downloaded.

8.16 How can Member transfer funds to NSE MF Invest account?

- The virtual bank account details for transfer of funds are as follows:

Trading Members

NEFT/RTGS Details	
Beneficiary Name	NSE INVEST PLATFORM NCL SETTLEMENT AC
Bank Name	HDFC BANK LTD
Branch Name	FORT BRANCH, MUMBAI - MAHARASHTRA
IFSC Code	HDFC0000060
Virtual Account No	(NSEMF4) + Member Code (5 digits) + UCC (10 digits)

Distributors

NEFT/RTGS Details	
Beneficiary Name	NSE INVEST PLATFORM NCL SETTLEMENT AC
Bank Name	HDFC BANK LTD
Branch Name	FORT BRANCH, MUMBAI - MAHARASHTRA
IFSC Code	HDFC0000060
Virtual Account No	(NSEMF6) + Member Code (7 digits) + UCC (10 digits)

8.17 If investor transfer the funds from different bank account then orders get processed?

- No, orders will be processed only if payment received from the Registered Bank Account and with exact amount.

8.18 How do I upload UTRN in bulk?

- To upload UTRN in bulk, navigate to Utilities and select Bulk Upload. Choose the file type "UTR Upload" and upload .txt or .csv files with pipe-separated values without headers.

8.19 What if client has transferred funds in old NMF platform i.e. NSEMF2?

- The old NMF account is not operational, and does not accept the funds if the fund are debited please check with investor bank for refund.

9. NCL Related Queries

9.1 Can Member initiate multiple transactions using a single cheque of non-HDFC Bank?

- Client can make single cheque payment against multiple orders. Client needs to ensure total amount of orders matches exactly with cheque amount.

9.2 If different payment modes are used against different orders, on reconciliation will system map the funds based on FIFO basis or based on the payment modes used?

- System will reconcile the orders based on the payment modes used and not on funds received on FIFO basis.

9.3 What process should we follow for HDFC bank's cheque?

- If mode of payment is selected as Cheque then payment should be done using Cheque only along with the deposit slip generated. The deposit slip contains reference number which is provided by HDFC bank to clearing corporation. If same day NAV is required, then payment should be done by NEFT/RTGS in virtual account and not through Cheque.

9.4 Order rejected by Exchange the refund report will show in below mentioned path?

- The refund details can be seen in Reports>>Member fund allocation order wise other than PA

9.5 Order rejected by RTA the refund report will show in below mentioned path?

- The refund details can be seen in Reports>> Refund report

9.6 What is the Refund TAT as per the order process flow?

- The refund TAT as per the order process flow is as under:

MIS Received	Fund Received	Order Received	Reconciled	Refund	Refund on	Remarks
Yes	Yes	No	No	Yes	T+3	-
Yes	Yes	Yes	No	Yes	T+3	Exchange rejected
Yes	Yes	Yes	Yes	Yes	T+5	Rejected by RTA/AMC
No	Yes	No	No	Yes	T+3	-

9.7 When is Statement of Transaction (SOT) required?

- At the time of redemption, if units are not reflected in the RTA records, member must send SOT file to RTA lopping the clearing team. (NCL).

9.8 What is the settlement process for various modes of payment?

- Member can refer the detailed circular 0327/2025, download reference number - NCL/MFSS/70797 dated October 14, 2025. Click on the '**Notices' tab – Important Circulars** to download the said circular.

10. Abbreviations

SN	Name	Abbreviation
1.	Net Asset Value	NAV
2.	New Fund Offer	NFO
3.	Systematic Investment Plan	SIP

4.	Systematic Transfer Plan	STP
5.	Systematic Withdrawal Plan	SWP
6.	Exchange Systematic Investment Plan	XSIP
7.	Unique Mandate Reference Number	UMRN
8.	Unique Client Code	UCC
9.	Mutual Fund Distributors	MFD
10.	Statement of Transaction	SOT