Punjab & Sind Bank
(A Govt. of India Undertaking)
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JOBCARD
For
NACH E-Mandate Portal
for PSB Customers
Version 1.0

Functionalities

1. E-Mandate Registration
2. E-Mandate Cancellation
3. E-Mandate Amendment
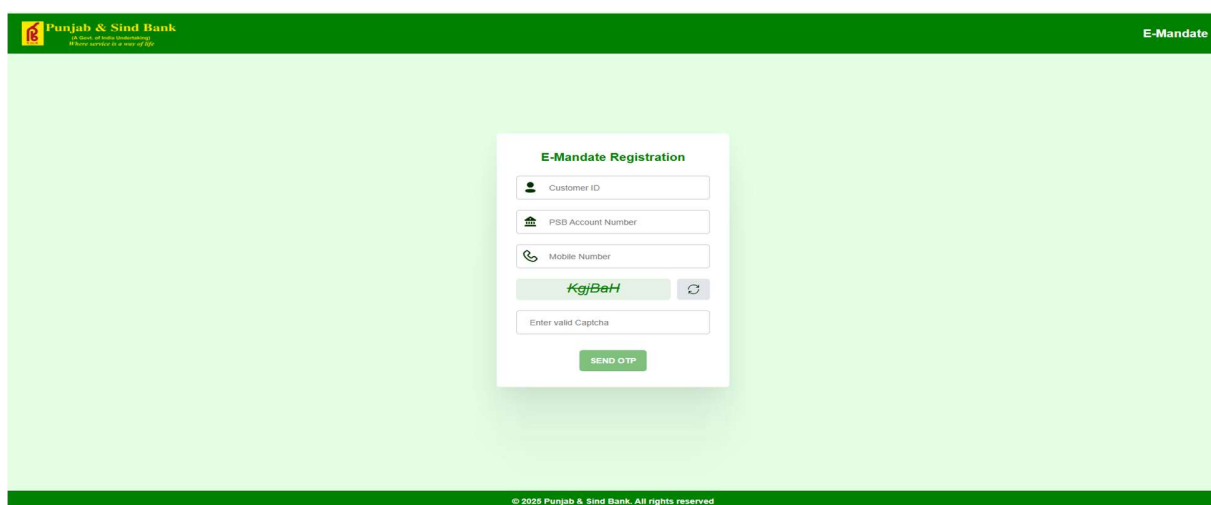4. E-Mandate Suspension
5. E-Mandate Revocation

Login Process

Open NACH E-Mandate online Portal url –
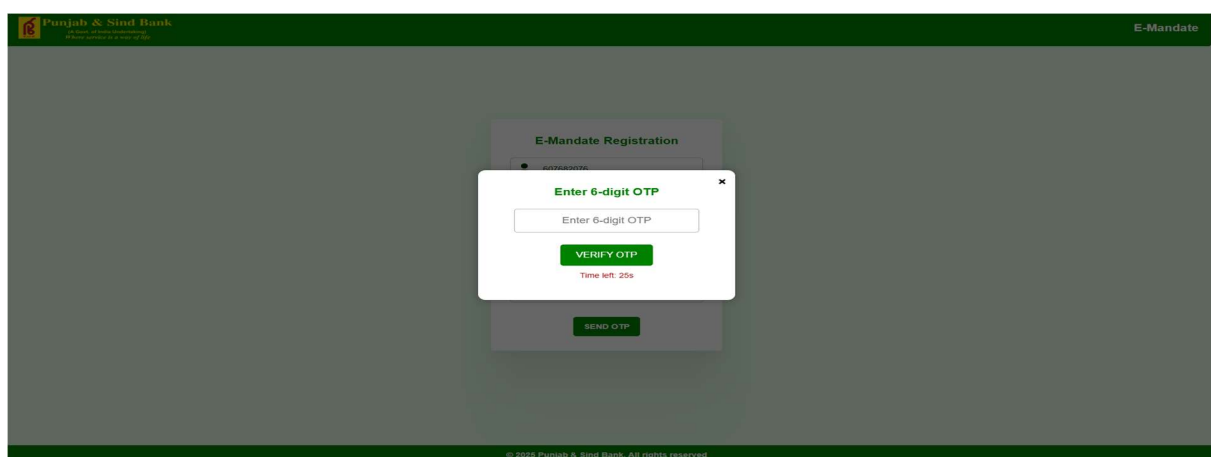**https://punjabandsindbank.co.in/content/nach-e-mandate**
The customer should choose Registration option for registration of fresh mandate.
The customer should choose Status/Alteration option for enquiry of existing mandate and/or performing Cancel, Amend, Suspend, Revoke of already registered mandate.

The login page for both the module (Registration and Status/Alteration) is same. PSB Customers should login using his Customer ID, PSB Account Number, Registered Mobile Number and Captcha.

After entering above details, Customer will be taken to OTP page. Customer should enter OTP on this page, which has been received on registered Mobile Number.

After successful verification of OTP, Customer will be taken to Home Page of the portal.

1.E-Mandate Registration: -
After Login, Home page of E-Mandate portal will appear as under-

Step 1.1: To register new mandate, please select PSB Account Number (Credit account number, where amount will be credited) and fill/select other fields with necessary inputs. The functionality is live through following options-

A. Debit Card
B. Aadhaar (Aadhaar Card/ Simplified Aadhaar)
C. Net Banking
D. PAN or Cust ID (Simplified PAN/Simplified Cust ID)

Once data is filled, please click on Next.

Step 1.2:- Please check Mandate Details in next page and tick the declaration check box and submit.

Step 1.3:- After successfully submit, Customer will be redirected to the destination bank page/NPCI page to complete authentication through the mode selected on creation of mandate. Customer will be shown confirmation on his screen after successful authentication or get failure message in case of rejection by destination bank/NPCI.

Step 1.3.1: Mandate details

Step 1.3.2: Disclaimer

Step 1.3.3: Input details

Step 1.3.4: Bank OTP Authentication

Step 1.3.5: NPCI Mandate Accepted/Rejected page

Step 1.3.6: PSB Mandate Accepted/Rejected page

Status/ Alteration

A. Status contains the details of E-mandate for Registration/ Cancellation/ Suspension/ Revocation/ Amendment. The customer may view the details of all E-Mandate for Sponsor and Destination.

B. The customer may also Alter i.e. Cancel, Amend, Suspend already registered and active mandate, which has been registered through Sponsor mode. The suspended mandate may also be revoked.

C. After Login, Home page of E-Mandate portal will appear as under-

Alter Mandate

The functionality provides Cancellation, Amendment, Suspension and Revocation of a registered E-Mandate. The functionality is live through following options-

A. Debit Card   **B.** Net Banking   **C.** Aadhaar

2. E-Mandate Cancellation: The customer may initiate a request for cancellation (Termination) of E-Mandate using this functionality.

Step 2.1: Select the mandate, which has to be cancelled. Choose 'Cancel' under Actions, Select other fields with necessary input and Verification mode – Net Banking, Debit Card or Aadhaar Card and click on 'Process'.

Step 2.2: Please check Mandate Details in next page and tick the declaration check box and submit.

Step 2.3: After successfully submit, Customer will be redirected to the destination bank page/NPCI page to complete the authentication. Customer will be shown confirmation on his screen after successful authentication or get failure message in case of rejection by destination bank/NPCI as illustrated in **Step 1.3**.

3. E-Mandate Amendment: The customer may initiate a request for Amendment (Modification) of E-Mandate using this functionality.

Step 3.1: Select the mandate, which has to be Amended. Choose 'Amend' under Actions, Select other fields with necessary input and Verification mode – Net Banking, Debit Card or Aadhaar Card and click on 'Process'.

Step 3.2: Please modify the fields like amount, end collection date, etc and tick the declaration check box and submit.

Step 3.3: After successfully submit, Customer will be redirected to the destination bank page/NPCI page to complete the authentication. Customer will be shown confirmation on his screen after successful authentication or get failure message in case of rejection by destination bank/NPCI as illustrated in **Step 1.3**.

4. E-Mandate Suspension: The customer can initiate a request for Suspension (Suspend E-Mandate for temporary period) of E-Mandate using this functionality.

Step 4.1: Select the mandate, which has to be suspended. Choose 'Suspend' under Actions, Select other fields with necessary input and Verification mode – Net Banking, Debit Card or Aadhaar Card and click on 'Process'.

Step 4.2: Please check Mandate Details in next page and tick the declaration check box and submit.

Step 4.3: After successfully submit, Customer will be redirected to the destination bank page/NPCI page to complete the authentication. Customer will be shown confirmation on his screen after successful authentication or get failure message in case of rejection by destination bank/NPCI as illustrated in **Step 1.3**.

5. E-Mandate Revocation: The customer can initiate a request for Revocation of previously suspended E-Mandate. On successful revocation, E-Mandate will be re-activated.

Step 5.1: Select the suspended mandate, which has to be Revoked. Choose 'Revoke' under Actions, Select other fields with necessary input and Verification mode – Net Banking, Debit Card or Aadhaar Card and click on 'Process'.

Step 5.2: Please check Mandate Details in next page and tick the declaration check box and submit.

Step 5.3: After successfully submit, Customer will be redirected to the destination bank page/NPCI page to complete the authentication. Customer will be shown confirmation on his screen after successful authentication or get failure message in case of rejection by destination bank/NPCI as illustrated in **Step 1.3**.