

### **VHFPL system and process for NACH/E-NACH**

National Payments Corporation of India (NPCI) introduced centralized National Automated Clearing House (NACH) debit payment system, which is regulated by the Reserve Bank of India under the Payments and Settlement Act 2007.

As per directions issued by NPCI vide circular NPCI/2020-21/NACH/Circular No. 025 dated 08/02/2021 & NPCI/2020-21/NACH/Circular No. 028 dated 08/03/2021 for providing cancellation facility for customers who have opted for (NACH) debit payment system.

\*VHFPL offers to all its customers' digital payment mandate registration option through Electronic NACH (eNACH) as well as through physical / manual NACH.

**New Registration Process:** To register NACH/eNACH mandate, customers are requested to contact or visit any VHFPL Branch.

**Amendment Process:** In case of any changes required to the registered NACH/eNACH, the customer can contact or visit any VHFPL Branch.

**Cancellation of Mandate:** For cancellation of registered NACH/eNACH, the customer can contact or visit any VHFPL branch for the same or send e-Mail to [support@varashaktihousing.co.in](mailto:support@varashaktihousing.co.in) their request with the following details:

1. Your Application Number/Loan Account Number
2. Registered Mobile Number
3. Reason for NACH Cancellation Request

**Customer Grievance Mechanism:** For any query on NACH/eNACH, please write to [support@varashaktihousing.co.in](mailto:support@varashaktihousing.co.in) or call us on (044) 48681853 (Monday to Friday -10 am to 6pm) or visit your nearest VHFPL Branch.

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\*Terms & Conditions Apply