

**No.PS&BT/5393**  
**22<sup>nd</sup> March, 2012**

**The Chief Executives of all member banks**

Dear Sirs/Madam,

**Financial Inclusion by Extension of Banking Services – Use of Business Correspondents (BCs) - Standard Operating Procedures**

Please refer to the Reserve Bank of India circular RBI/2011-12/425, DBOD No. BL.BC.82/22.01.009/ 2011-12 dated March 2, 2012, on the Financial Inclusion by Extension of Banking Services – Use of Business Correspondents (BCs), wherein, RBI has decided to permit interoperability at the retail outlets or sub-agents of BCs (i.e. at the point of customer interface), provided the technology available with the bank, which has appointed the BC, supports interoperability, subject to the certain conditions. Further, it is mentioned that the banks follow the standard operating procedures to be advised by the Indian Banks' Association.

The Standard Operating Procedure for the above has been prepared by the National Payments Corporation of India (NPCI). Please find attached the following documents received from NPCI:

- i. Letter from National Payment Corporation of India Ref: NPCI:2011-12:FI:2636 dated 21<sup>st</sup> March, 2012 on Documents on Standard Operating Procedures for BC Interoperability
- ii. Procedural Guidelines for Business Correspondent Interoperability
- iii. Interface Specification for BC Interoperability
- iv. Checklist for On-Boarding of Banks on Standard Operating Procedures for Business Correspondent Interoperability

In case of any clarifications on these documents, you are requested kindly get in touch with the National Payments Corporation of India.

**This is for your information and necessary action.**

Yours faithfully,

Sd/-

**K. Unnikrishnan**  
**Deputy Chief Executive**

Enclosure: As stated above

Note: A CD containing the above documents is being sent separately.

Endt No.PS&BT/5393 dated 22<sup>nd</sup> March, 2012

Copy forwarded for information and necessary action to:

1. The Secretary, Government of India, Ministry of Finance, Department of Financial Services, Jeevan Deep Building, Parliament Street, New Delhi – 110 001, with reference to copy of the letter F.No.:9/6/2011-F1, dated 7<sup>th</sup> March, 2012 on Amendment of regulations to allow Business Correspondent Inter-operability.
2. The Chief General Manager-in-Charge, Reserve Bank of India, Department of Banking Operations and Development, Central Office, Central Office Building, 13<sup>th</sup> Floor, Shahid Bhagat Singh Marg, Fort, Mumbai – 400 001, with reference to the letter DBOD.No.BL.13664/22.01.009/2011-2012 dated 16<sup>th</sup> March, 2012 on Interoperability of Business Correspondents(BCs) – Issues.
3. The Chief Executive Officer, National Payments Corporation of India, C-9, 8<sup>th</sup> Floor, RBI Premises, Bandra-Kurla Complex, Bandra – East, Mumbai – 400 052 with reference to his letter Ref. No. NPCI:2011-12:FI:2636 dated 21<sup>st</sup> March, 2012 on Documents for Standard Operating Procedures for BC Interoperability.

**K. Unnikrishnan**  
**Deputy Chief Executive**