

NPCI/2018-19/AEPS/004

11th September, 2018

To,

All Member Banks – Aadhaar Enabled Payments System

Dear Sir/Madam,

Subject: AePS – Process for scheduling maintenance activities

As per the Procedural Guidelines of Aadhaar Enabled Payment system (AePS) all member banks are expected to have 99.5% up time on all days in order to facilitate interoperable services to the customers. It is understood that the member banks schedule planned downtime at their end for technical up gradation, DR drill and other internal maintenance activities. But it has been observed that member banks often schedule the above mentioned activities during the regular hours which affects the services on field.

In order to ensure highest standards of customer service, member banks are therefore advised as under:

1. All planned activities related to switch, CBS middleware, DR drills etc. which require downtime should be carried out only during the non-peak hours i.e. between 00:00 Hrs. to 05:00 Hrs. preferably on public holidays, Saturday and Sunday. This will help to avoid –
 - a. Non-availability of services during peak hours
 - b. Customer dissatisfaction
2. It is also advised that member banks must ensure their system up time to be at least 99.5% and compliance to AePS Procedural Guidelines.

All members are requested to take a note of the above, and ensure to put in place proper processes as stated above to ensure compliance to NPCI guidelines.

Kindly disseminate the information contained herein to the officials concerned.

For any further clarification please contact the following official:-

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Regards,



Navneet Kumar
VP - Aadhaar Online