

**NCR Corporation India Pvt. Ltd.**

Godrej Business District, IT Park-2, Level 2,  
Block B, Pirojshanagar, LBS Marg,  
Vikhroli (West), Mumbai - 400 079

T: +91 - 22 6195 4444 / 3923 8888

F: +91 - 22 6195 4401 / 6195 4402



Date: 1<sup>st</sup> July 2022

To,  
National Payments Corporation of India  
C/O Raheja Titanium, 2nd Floor,  
Western express Highway, Geetanjali railway colony,  
Ram nagar, Goregaon Goregaon (E),  
Mumbai-63

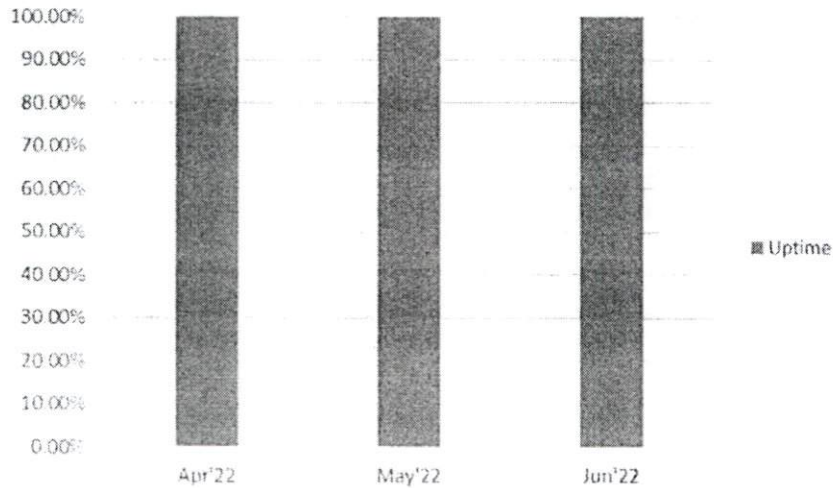
**2022 Q2 Uptime report for the CTS operations at NPCI Chennai, Mumbai & Delhi**

Uptime report for the CTS operations at NPCI Chennai, Mumbai and Delhi for the months of Apr, May & Jun 2022.

**NPCI Chennai**

Uptime at Chennai	
Apr'22	100.00%
May'22	100.00%
Jun'22	100.00%

**Uptime at Chennai**



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Location: Mumbai



**NPCI Mumbai**

**NCR Corporation India Pvt. Ltd.**

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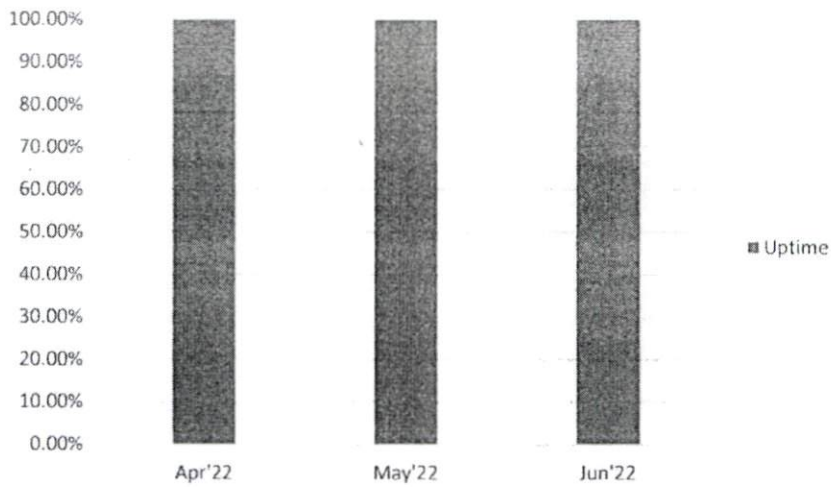
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Uptime at Mumbai	
Apr'22	100.00%
May'22	100.00%
Jun'22	100.00%

**Uptime at Mumbai**



**NPCI Delhi**

Uptime at Delhi	
Apr'22	100.00%
May'22	100.00%
Jun'22	100.00%

**Uptime at Delhi**



Reporting period Apr'22 to Jun'22

Incident ID	Severity	Product	Incident Start	Solution End	Time taken to provide workaround/solution	Time taken to provide workaround/solution outside SLA (i.e 2 Hours)	Problem Notes	Resolution Notes

Downtime	
As per the above table downtime in seconds is:	
0 sec. in the month of Apr'22	0.00%
0 sec. in the month of May'22	0.00%
0 sec. in the month of Jun'22	0.00%

Uptime		
As per the downtime calculation, the uptime is:		
Apr'22		100.00%
May'22		100.00%
Jun'22		100.00%

Definition	
Days/month	30
Hours/day	24
Minutes/hour	60
Seconds/minute	60
Minutes/month	43,200
Seconds/month	2,592,000

**Note** There were no P1 issues reported from Chennai site which was resolved outside SLA

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Reporting period Apr'22 to Jun'22								
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Uptime		
As per the downtime calculation, the uptime is:		
Apr'22		100.00%
May'22		100.00%
Jun'22		100.00%

Definition	
Days/month	30
Hours/day	24
Minutes/hour	60
Seconds/minute	60
Minutes/month	43,200
Seconds/month	2,592,000

**Note** There were no P1 issues reported from Mumbai site which was resolved outside SLA

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Reporting period Apr'22 to Jun'22

Incident ID	Severity	Product	Incident Start	Solution End	Time taken to provide workaround/solution	Time taken to provide workaround/solution outside SLA (I.e 2 Hours)	Problem Notes	Resolution Notes

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0 sec. in the month of May'22		0.00%
0 sec. in the month of Jun'22		0.00%

Uptime		
As per the downtime calculation, the uptime is:		
Apr'22		100.00%
May'22		100.00%
Jun'22		100.00%

Definition	
Days/month	30
Hours/day	24
Minutes/hour	60
Seconds/minute	60
Minutes/month	43,200
Seconds/month	2,592,000

**Note** There were no P1 issues reported from Delhi site which was resolved outside SLA

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