भारतीय राष्ट्रीय भूगतान निगम
National Payments Corporation of India

o/c

NPCI/NFS/OC No.2/2009-10 December 21, 2009

To
All Member Banks of National Financial Switch (NFS)

Dear Sir / Madam,

Re.: Takeover of NFS by NPCI.

Please refer to Operating Circular No.1/12.18.09/2009-10 dated Dec 18, 2009 on take over of NFS by NPCI from IDRBT.

With the change of operational control, there would be a need for amendment to NFS Service Level Agreement that was signed between IDRBT and Member Banks. NPCI is in the process of making suitable amendments in the Service Level Agreement and the revised Agreement would be forwarded to your bank in due course. Till the new Service Level Agreement finalised, the following officials of NPCI would be the point of contact for all service related issues.

Level-1 -Ms. P.R. Sujana Direct No: 040-30620180 B. 23534981-84 Extn.5407 Fax: 040-30620178 M.09885100457 Email: prsujana@npci.org.in

Level-2 Mr. A.N. Murali - M. 98216 18642 B.040-23534981-84 Extn. 5405 Fax: 040-30620178 Email: murali.an@npci.org.in

Level-3 Mr. Sachin Nerurkar M.93233 93709 Fax: 22 2657 1001 Email: sachin.nerurkar@npci.org.in

All Strategic matters may be referred to Mr. A.R. Ramesh - D.Tel.: 2657 1003 / B. 2657 3150 Fax:022 2657 1001 M. 98214 36300 Email: arramesh@npci.org.in

Yours faithfully,

(A.P. Hota)
Chief Executive Officer

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