



Ref. No. NPCI/2010-11/OC/ 22

Date: February 10, 2011

To all the member Banks of NPCI

Dear Sir / Madam,

**Sub: Reporting to Reserve Bank of India**

Reserve Bank of India as regulator and supervisor of the payment systems in the country has desired that Operations of NFS, in particular the disputes, network performance, business declines, technical declines are closely monitored.

As a part of this requirement, down time on the network attributable to NFS network and member Bank be reported to RBI on daily basis.

Accordingly, a minimum number of 1000 transactions and / or continuous downtime of 30 minutes on a single occasion will come under reporting to RBI.

It is also desired by the regulator, that decline of more than 1, 00,000 transactions of any member bank will be reported to the General Manager, DPSS, RBI through SMS immediately.

In view of the above, NPCI, has decided to keep RBI informed on above mentioned aspects with immediate effect. All our member banks are advised to take note of the above.

Assuring you our best in class services at all times.

Yours faithfully,

**M Balakrishnan**  
Chief Operating Officer