

NPCI/NFS/OC No. 40/2011-12

October 10, 2011

To

All Member Banks of National Financial Switch (NFS)

Dear Sir/Madam,

NPCI Award for Operational Excellence

NPCI aims to be the best managed ATM Networks in the world in terms of uptime, usage, level of approvals and dispute management. Towards this, NPCI has been receiving excellent support from Member Banks in implementing various measures leading to operational efficiency in the Network and growth in volume.


To recognise the few Member Banks who have been helping the Network to achieve these goals comparatively better than other Members, it has been decided to recognize these Banks by instituting a scheme to be called the scheme of **NPCI OPERATIONAL EXCELLENCE AWARD**, which will be presented to the winning Member Banks at our bi-annual NFS User Group Meeting.

Modalities of Selecting the Winners

- a) A Panel consisting of highly respected persons in the Payment Industry will assess the performance of Member Banks .
- b) The selection parameters will be the following:
 1. Transaction Volume in Number
 2. Level of Business Declines (%)
 3. Level of Technical Declines (%)
 4. Dispute Ratio (Chargeback volume to volume acquired)
 5. Adherence to Business Continuity, Schedules Maintenance and DR Drills.
 6. Implementation of Value Added Services(Optional)
 7. Network Compliance
 8. Switch & Network Certification

Each rating parameter will have a pre-defined score based on the level of importance of the parameter in improving the overall NFS operations. The consolidated score will decide the ranking for the purpose of award.

- c) To ensure a fair approach in selecting Member Banks for the awards, it is proposed to classify Member Banks into following three groups:
1. Public Sector Banks
 2. MNC and Private Sector Banks
 3. Scheduled Co-operative Banks
- d) The top two performers in each group will receive the award in the order of their scores.
- e) NPCI will assess the monthly performance of Member Banks registered during the six months prior to the month of award.
- f) Only those Member Banks that are operational on NFS network for at least 6 months at the time of assessment will be eligible for consideration.
- g) In evaluating the performance of Member Banks for the award, the decision of Panel will be final and binding.
- h) For the 2011 Awards (July - December), performance of Member Banks between 1st June 2011 and 30th November 2011 will be considered.
- i) Once the Panel of Judges finalizes the Award winners, the winning Banks will be informed of the same. There is no need for filing the nomination / credential. NPCI will provide the required data to the Panel of Judges to finalize the winners.


A.P.Hota

Managing Director & CEO