

NPCI /NFS/ OC NO.212/2016-17

11th July, 2016

To,

All participants of NFS, RUPAY, IMPS, CTS & NACH

Dear Sir/Madam,

Sub: National Payments Excellence Awards – 2016

We are pleased to announce that the parameters for **National Payments Excellence Awards – 2016** have been finalized. These Awards are given to inculcate a spirit of competition and to recognize the exceptional performance of Members on the various NPCI products, such as, NFS, RuPay, IMPS, CTS and NACH.

We would like to mention that NPCI has assigned the task of building the framework for the awards to a reputed professional consultancy firm under the guidance of independent Jury and the entire process of data validation will be carried out by a separate professional audit firm of international repute. The entire process of finalization of various business/operational parameters, grouping of banks, etc. has been finalized by the Jury.

The Winners and Runners Up shall be recognized and felicitated with Awards in the User Group Meeting to be held in the month of December 2016.

Given below are some important points with respect to the 'National Payments Excellence Awards - 2016' for all the five NPCI products viz. NFS, RuPay, IMPS, CTS & NACH.

Banks have been classified under the same group for all the five products. Banks have been grouped based on the business mix of Deposits and Loans & Advances as of March 2015.

CATEGORIES:

- a. **Commercial banks** – Public Sector, Private Sector and Foreign Banks have been considered in this category. Banks have been classified into three categories based on the size of the business mix of deposit and loans & advances, as follows:
 - *Large banks – (Deposits + Loans & Advances > 4 lakh crores)*
 - *Mid-sized banks – (Deposits + Loans & Advances => 1.50 lakh crores and <= 4 lakh crores)*
 - *Small banks - (Deposits + Loans & Advances < 1.50 lakh crores)*
- b. **Co-operative banks**
- c. **Regional Rural banks**
- d. **White Label ATM Operators (WLAOs) – only for NFS**
- e. **Prepaid Payment Instruments issuers (PPIs) – only for IMPS**

The eligible participants and grouping of commercial banks is given in **Annexure "A"**.

ELIGIBILITY CRITERIA:

The participant must be a member (direct or sub-member) and should be live on the respective product as on 1st November 2015.

ASSESSMENT PERIOD:

The assessment period for 2016 awards will be from November 2015 to October 2016.

PARAMETERS:

The parameters for determining the Winner and Runner Up in each of above-mentioned categories are given in the Annexures attached herewith, as follows:

Annexure "B" – NFS

Annexure "C" – RUPAY

Annexure "D" - IMPS

Annexure "E" - CTS

Annexure "F" – NACH

The sum total of the score in various parameters in each of the categories will determine the Winner and Runner up in the respective categories and sub-group (wherever applicable). Product-wise-category-wise list of Awards is given in **Annexure "G"**.

Please note that the Jury may not consider recognizing Winners/Runners Up for any one or more of the categories if, in the opinion of the Jury, the volume and/or efficiency ratio is too low and/or negligible to be recognized for an Award in such category/ies. Please note importantly that the decision of NPCI and of the Jury will be final and binding. No correspondence whatsoever will be entertained in this regard.

Thanking you and looking forward to your active participation in the **National Payments Excellence Awards - 2016**.

Yours faithfully,



Dilip Asbe
COO

Encl.

Annexure A

Commercial Banks grouping

Category Name	Awards Title	List of Banks
Large banks	1. Winner 2. Runner Up	1. AXIS BANK
		2. BANK OF BARODA
		3. BANK OF INDIA
		4. CANARA BANK
		5. CENTRAL BANK OF INDIA
		6. HDFC BANK LTD
		7. ICICI BANK LTD
		8. IDBI BANK
		9. INDIAN OVERSEAS BANK
		10. SYNDICATE BANK
		11. PUNJAB NATIONAL BANK
		12. STATE BANK OF INDIA
		13. UNION BANK OF INDIA
Mid-sized banks	1. Winner 2. Runner Up	1. ALLAHABAD BANK
		2. ANDHRA BANK
		3. BANK OF MAHARASHTRA
		4. CORPORATION BANK
		5. DENA BANK
		6. INDIAN BANK
		7. KOTAK MAHINDRA BANK*
		8. ORIENTAL BANK OF COMMERCE
		9. PUNJAB & SIND BANK
		10. STATE BANK OF BIKANER & JAIPUR
		11. STATE BANK OF HYDERABAD
		12. STATE BANK OF PATIALA
		13. STATE BANK OF TRAVANCORE
		14. UCO BANK
		15. UNITED BANK OF INDIA
		16. VIJAYA BANK
		17. YES BANK

***Data for all relevant parameters will be clubbed for Kotak Mahindra Bank and ING Vysya Bank.**

Annexure A- continued

Category Name	Awards Title	List of Banks
Small banks	1. Winner 2. Runner Up	1. ABU DHABI COMMERCIAL BANK
		2. BANDHAN BANK LIMITED
		3. BANK OF AMERICA
		4. BANK OF BAHRAIN & KUWAIT
		5. BANK OF CEYLON
		6. BARCLAYS BANK PLC
		7. Bharatiya Mahila Bank
		8. BNP PARIBAS
		9. CITIBANK N A
		10. CITY UNION BANK LIMITED
		11. Credit Agricole Corp & Inv Bank
		12. DCB BANK LTD
		13. DEUTSCHE BANK AG
		14. DEVELOPMENT BANK OF SINGAPORE
		15. DHANALAXMI BANK
		16. Doha Bank QSC
		17. FEDERAL BANK
		18. First Rand Bank Ltd
		19. HSBC BANK OMAN S A O G
		20. IDFC Bank Limited
		21. INDUSIND BANK
		22. J.P.MORGAN CHASE BANK N.A
		23. Karnataka Bank Ltd
		24. KARUR VYSA BANK
		25. MASHREQ BANK
		26. Mizuho Bank Ltd.
		27. RABOBANK INTERNATIONAL
		28. RATNAKAR BANK
		29. SHINHAN BANK
		30. SOCIETE GENERALE
		31. SONALI BANK LIMITED
		32. SOUTH INDIAN BANK
		33. STANDARD CHARTERED BANK
		34. STATE BANK OF MAURITUS LTD.
		35. STATE BANK OF MYSORE
		36. Sumitomo Mitsui Banking Corporation
		37. TAMILNAD MERCANTILE BANK LTD.
		38. THE BANK OF TOKYO MITSUBISHI UFJ
		39. THE BANK OF NOVA SCOTIA
		40. THE CATHOLIC SYRIAN BANK
		41. The HSBC Bank.
		42. THE JAMMU AND KASHMIR BANK LTD
		43. THE LAKSHMI VILAS BANK LTD.
		44. THE NAINITAL BANK LIMITED
		45. THE ROYAL BANK OF SCOTLAND
		46. Woori Bank

Annexure A- continued

Category	Awards Title	Remarks
Co-operative Banks	1.Winner 2.Runner Up	All co-operative banks live on the network as on 1 st November 2015. (For all five products)
Regional Rural Banks	1.Winner 2.Runner Up	All RRBs live on the network as on 1 st November 2015.(For all five products)
White Label ATM Operators	1.Winner 2.Runner Up	All WLAOs live on the NFS network as on 1 st November 2015.
Prepaid Payment Instruments issuers (PPIs)	1.Winner 2.Runner Up	All PPIs live on the IMPS network as on 1 st November 2015.

Annexure B

Parameters - NFS

Sr. No	Parameter	Details	Period
1	Approved Acquiring Volume Growth %	Growth of approved acquiring volume. Higher the Growth %, better the score.	Current year – Nov 2015 - Oct – 2016 Last year – Nov 2014 – Oct 2015
2	Approved Acquiring Volume Contribution %	Bank's contribution to the total approved acquiring volume within its category or group. Higher the contribution, better the score.	Nov 2015 – Oct 2016
3	Approved Issuing Volume Growth %	Growth of approved issuing volume of current year over the corresponding period of last year. Higher the growth %, better the score.	Current year – Nov 2015 - Oct – 2016 Last year – Nov 2014 – Oct 2015
4	Approved Issuing Volume Contribution %	Bank's contribution to the total approved issuing volume contribution within its category or group. Higher the contribution, better the score.	Nov 2015 – Oct 2016
5	Business Decline Ratio as an Issuer	Ratio of Business Decline count to the total volume. Lower the BD ratio, better the score.	Nov 2015 – Oct 2016
6	Net Technical Decline Ratio as an Issuer (excluding full reversals, etc.)	Ratio of average net technical decline count to the average issuing volume. (Net TD = Gross TD – (Timeout + Invalid message + FR + decline due to NPCI downtime))	Nov 2015 – Oct 2016
7	Net Chargeback Ratio as an Acquirer.	Ratio of average chargeback received as an acquirer to the total acquiring volume. (Net CB = Total CB - Representments).	Nov 2015 – Oct 2016
8	Deployment of ATMs in semi-urban/rural areas (As per RBI Statistics on Region wise ATMs as on June 2016)	Ratio of ATMs deployed in rural and semi-urban areas as on June 2016. Higher the %age of ATM deployed in Rural/Semi-urban areas, the better the score.	As on June 2016.
9	Growth % of ATMs deployed in semi-urban/rural areas.	Growth of ATM deployed as per RBI Statistics on Region wise ATMs as on June 2016.	Growth % June 2016 over June 2015 as per RBI Statistics on Region wise ATMs as on June 2016
10	Value Added Services, Innovative Initiatives in ATM Eco-system	Banks enrollment on new VAS and Innovative solutions on ATM, etc.	As on 31 st Oct 2016

Note: For white Label ATM operators, Sr. No 3, 4, 5 and 6 above will not be applicable.

For Sr. No 9, where the information is not available on RBI website, banks reported figures will be considered.

PARAMETERS – RUPAY

S.N	Parameter	Details	Period
1	RuPay Platinum card issued count as per MCPR	Higher the count, better the score	As of Oct' 16
2	RuPay classic card issued count as per MCPR	Higher the count, better the score	As of Oct' 16
3	RuPay Platinum card activation count(POS & ECOM)	Higher the count, better the score	Nov'15 – Oct'16
4	RuPay classic card activation count(POS and ECOM)	Higher the count, better the score	Nov'15 – Oct'16
5	RuPay Issuer Volume Contribution % - (NFS, POS, ECOM)	Growth of approved issuing volume contribution%. Higher the volume, better the score.	Nov'15 - Oct'16
6	RuPay acquiring volume contribution% - POS & ECOM	Growth of approved acquiring volume contribution%. Higher the volume, better the score.	Nov'15 - Oct'16
7	RuPay volume on NFS ATM network vis a vis other card schemes	Contribution of RuPay approved issuing volume on NFS ATM network. Higher the approved volume, better the score.	Nov'15 - Oct'16
8	Business decline ratio as an issuer- (POS & ECOM)	Ratio of BD count to the total volume. Lower the BD ratio, better the score.	Nov'15 - Oct'16
9	Technical decline ratio as an issuer (POS & ECOM)	Ratio of TD count to the total volume. Lower the TD ratio, better the score.	Nov'15 - Oct'16
10	Compliance decline ratio as an issuer (POS & ECOM)	Lesser the decline ratio, better the score.	Nov'15 - Oct'16
11	Compliance decline ratio as an acquirer (POS & ECOM)	Lesser the decline ratio, better the score.	Nov'15 - Oct'16
12	ECOM Chargeback % as an Acquirer	Ratio of Net ECOM chargeback, lower the Net CB ratio, better the score.(Net CB = Gross CB – Representments)	Nov'15 - Oct'16
13	POS Chargeback % as an Acquirer	Ratio of Net POS chargeback, lower the net CB ratio, better the score. (Net CB = Gross CB – Representation)	Nov '15 - Oct'16
14	Approval Ratio for ECOM transactions	Higher the approval ratio, better the score.	Nov'15 - Oct'16
15	Innovation, marketing initiatives, etc.		Nov'15 - Oct'16

Note: For Sr. No.1 and 2 count reported by banks by 21st Oct 2016 will be taken into account.

Annexure D

Parameters - IMPS

Sr. No	Parameter	Details	Period
1	Remitter Volume Contribution %	Banks approved volume contribution % as Remitter within its category. Higher the contribution, better the score.	Nov 2015 – Oct 2016
2	Remitter Volume Growth%	Remitter volume growth % for current year over previous year. Higher the growth %, better the score.	Current year - Nov'15 - Oct'16 Last year – Nov'14 – Oct'15
3	Beneficiary Volume Contribution %	Banks approved volume contribution as Beneficiary within its category or group, as applicable. Higher the contribution, better the score.	Nov 2015 – Oct 2016
4	Business Decline Ratio as remitter.	Ratio of Business Decline to the total volume. Lower the ratio, better the score.	Nov 2015 – Oct 2016
5	Technical Decline Ratio as beneficiary.	Ratio of Technical Decline to the total volume. Lower the ratio, better the score.	Nov 2015 – Oct 2016
6	Deemed Approved (DA) Ratio	Ratio of DA transactions to the total volume as beneficiary. Lower the ratio, better the score.	Nov 2015 – Oct 2016
7	Innovative Initiatives	Innovative measures initiated by Bank on mobile payments.	As on Oct 2016
8	Participation in NPCI Initiatives, Channels	Banks participation in NPCI initiatives and measures introduced by Bank on mobile payments.	As on Oct 2016

**Note: 1. For Pre-paid payment instrument issuers (PPIs), Sr .No 3, 5 and 6 above will not be applicable.
 2. For Sr. no. 4 above, BD attributable to remitter will be reckoned.**

Annexure E

Parameters - CTS

Sr. No	Parameter	Details	Period
1	Presentation Volume %	Total outward volume of the bank. Higher the volume, better the score.	Nov 15 to Oct 16
2	Inward Volume %	Total Inward volume of the bank. Higher the volume, better the score.	Nov 15 to Oct 16
3	Image Quality Assessment failure %	Ratio of IQA failure count to the total volume. Lower the level of IQA failure, better the score.	Nov 15 to Oct 16
4	P2F complaints	Ratio of P2F complaints to the total presentation volume. Lower the numbers, better the score.	Nov 15 to Oct 16
5	Payee Name Count	Ratio of count of Payee name to the total presentation volume of the respective bank.	Nov 15 to Oct 16
6	No. of extensions	Number of extensions obtained by bank. Lesser the no. of extensions obtained, better the score.	Nov 15 to Oct 16
7	Non CTS Cheque usage	Non CTS cheque volume to the total inward volume. Lesser the inward volume of Non CTS cheques, better the score.	Nov 15 to Oct 16
8	Returns %	No. of instruments returned during the period to the total inward volume. Lower the level of the return percentage, better the score.	Nov 15 to Oct 16
9	Innovative Initiatives & participation in NPCI initiatives	Bank's participation in NPCI initiatives and innovation introduced by bank.	As on Oct 2016

Annexure F

Parameters - NACH

Sr. No	Parameter	Details	Period
1	Outward Volume*	Total volume as sponsor bank. Higher the volume, better the score.	Nov 15 to Oct 16
2	Inward Volume	Total volume as destination bank. Higher the volume, better the score.	Nov 15 to Oct 16
3	Return Transactions %	No. of failed transactions as destination bank. Lower the level of the return percentage, better the score.	Nov 15 to Oct 16
4	Mapper Seeding	Seeding of Aadhaar numbers to the bank account for Aadhaar transactions processing. Higher the seeding of the Aadhaar number, better the score.	Nov 15 to Oct 16
5	Extensions	No. of extensions obtained during the review period for processing of inward transactions. Lesser the no. of extensions obtained, higher the score.	Nov 15 to Oct 16
6	Dispute Processing TAT	Processing the disputes within TAT	Nov 15 to Oct 16
7	AV/OAC Files TAT	Account Validation in DBTL and Old Account Confirmation files processed within TAT by destination banks.	Nov 15 to Oct 16
8	Deemed Files	Number of deemed acceptance to the total inward received for the period. Lesser the deemed acceptance, the better.	Nov 15 to Oct 16
9	Mandate TAT	Processing of mandates within TAT. Lower the TAT, higher the points.	Nov 15 to Oct 16
10	Innovation	Innovative initiatives introduced by bank	As on Oct 2016

**** For DBTL only Aadhaar based inward transactions will be reckoned. Outward volume of DBTL will not be reckoned.***

Annexure G

Awards Category

Classification	Category	Awards Title	Product
Commercial Banks	- Large Banks - Mid-Sized Banks - Small Banks	1. Winner 2. Runner Up	All products - NFS, RuPay, IMPS,CTS & NACH (Separate awards will be given for each product)
Co-operative Banks	-	1. Winner 2. Runner Up	All products - NFS, RuPay, IMPS,CTS & NACH (Separate awards will be given for each product)
Regional Rural Banks	-	1. Winner 2. Runner Up	All products - NFS, RuPay, IMPS,CTS & NACH (Separate awards will be given for each product)
White Label ATM Operators	-	1. Winner 2. Runner Up	Only for NFS
Pre-paid Payment Instruments	-	1. Winner 2. Runner up	Only for IMPS