



NPCI/IMPS/OC No. 20/2013-14

24<sup>th</sup> July 2013

To,

All Member Banks / Prepaid Payment Instrument Issuers (PPIs) of IMPS

Dear Sir / Madam,

**IMPS – M-PIN generation through Phone Banking or IVR**

One of the requirements for customer to get started with IMPS transaction is to get M-PIN from his respective Bank. Customer should be able to generate M-PIN in an easy manner, without having to visit Bank Branch or ATM to do so. Many customers have their mobile numbers already registered with Bank account for non-financial transactions. For these customers, Banks are requested to explore the ability to generate M-PIN on-the-fly, via Phone Banking or IVR, after verification of credentials (e.g. Mobile Number, Debit card number, ATM PIN, Account number, Date of Birth, PAN number, Details of last transaction, etc). This shall enable customers get on-boarded in easy manner and start transacting through IMPS, and reduce barrier to entry.

2. For customers whose mobile number is not already registered with the Bank, they necessarily need to visit Bank Branch or ATM to register themselves and get M-PIN.
3. Some Banks have implemented M-PIN generation process through Alternate Channels such as Phone Banking, IVR, Internet, Mobile Application.

We request you to explore this with your Risk and Security Team and implement appropriate process that simplifies the customer on-boarding process for IMPS transactions and implement at the earliest.

Yours sincerely,

SD/-

**Dilip Asbe**  
Chief Operating Officer