



NPCI/IMPS/ OC No .11/2012-13

December 4, 2012

To,
All Member Banks of Interbank Mobile Payment Service (IMPS)

Dear Sir / Madam,

Best practices codes-IMPS

IMPS was launched on November 22, 2010 and currently there are 51 banks live on IMPS. With the concerted efforts of all concerned, the technical declines have been brought down significantly. We endeavor to bring down technical declines to the bare minimum which necessitates collaborative action from all the member banks.

Following few best practices require being adopted by our member banks with immediate effect to meet the objective of further reducing the technical declines.

Down Time:

A) Schedule downtime would be permissible only between 1:00 am and 6:00 am. Banks are advised to carry out all planned maintenance activities only during this time. Please avoid any maintenance activity during the high volume weeks of the month i.e. first and last week. In other words, any scheduled maintenance activity should be carried out in 2nd and 3rd week only between 1:00 am and 6:00 am.

B) Banks carrying out scheduled maintenance should inform IMPS and NFS team by way of e-mail at least 24 hours in advance. This will enable IMPS/NFS helpdesk to inform other member banks or handle other bank queries efficiently.


ISDN/Backup Link Testing:

Banks should undertake ISDN/Backup Link testing as frequently as possible, preferably once a week during night time. This will help ensuring minimum downtime. In case of any technical issue please coordinate with IMPS/NFS helpdesk team. (Details provided below)

Contact Details:

Member banks are responsible to update the contact details of its IT, Network and Operations team (from Level 1 to Level 4) in case of any changes at the earliest to IMPS/NFS helpdesk through e-mail to the impsteam@npci.org.in, nfshelp@npci.org.in.

Helpdesk Landline No: 022-40508667/8


M. Balakrishnan
Chief Operating Officer

सी-9, 8वीं मंजिल
आरबीआई प्रिमायसेस
बान्द्रा-कुर्ला कॉम्प्लेक्स
बान्द्रा पूर्व
मुंबई - 400 051

C-9, 8th Floor
RBI Premises
Bandra-Kurla Complex
Bandra East
Mumbai 400 051

दूरभाष / Phone: 022 2657 3150
फैक्स / Fax: 022 2657 1001
ई-मेल / email: contact@npci.org.in
वेबसाइट / Website: www.npci.org.in