

From the MD & CEO's Desk



I am happy to share with you that Shri Balachandran M, who had been serving NPCI as RBI nominee on the Board of NPCI, is our new Chairman.

He has been a career banker for 37 years and worked in different capacities within India and abroad. For over 33 years in Bank of Baroda, lastly as CEO of Bank of Baroda – US Operations at New York.

Thereafter, he headed Bank of India and superannuated as CMD in 2007. Subsequently, he headed Institute of Banking Personnel Selection (IBPS) as its Director and retired in 2012. He has been serving as a Board Member in various institutions.

The rich experience that he brings, I am sure, will take NPCI to a new height and help realizing the vision that every Indian would be using one of NPCI's products and services by 2020.

On payment system operations front, there are some good news. RuPay acceptance at PoS terminals crossed 5Lakh terminals and the level of card issuance crossed 10 Mn cards. Volume of inter-bank IMPS transactions for the month crossed One Million mark. NPCI bagged the Skoch Foundation Financial Inclusion Awards 2013 for two products – IMPS and ABPS.

I look forward to many such feats in the months to come.

- **A P Hota**

Chairman's Message



It is a matter of privilege for me to be the Chairman of NPCI. The responsibility cast on me assumes more significance so much so in succeeding a person of Shri Narayana Murthy's stature. NPCI is the conceptual outcome of RBI's vision, collaboration by banks and coming together of best persons in payment systems. A committed Board, vibrant management and dedicated young team are in the thresh hold of unleashing the vast potential in payments ecosystem of our country. Having been closely associated with NPCI for over four years i have noted with great satisfaction how the management and rest of the staff in the company could successfully launch a plethora of products and services catering to all sections of the community ranging from the tech savvy urban customers of banks to a vast number of less privileged financially excluded folks in rural areas. But, what we have made so far are only small steps preparing for giant leap forward in the months and years to follow. There will be challenges in reaching out to customers, scaling up operations, overcoming competitions and remaining competitive, competent and compliant. We have the vision to reach out to every Indian and the goal of making them to use at least one product or service each day by 2020. This shall be the mission with which all in NPCI should be working. The task, of course is daunting. But the kind of talent among our pool of young men and women and the record of accomplishments so far and with continued dedication by all concerned will certainly enable us to achieve our cherished goals.

In the endeavour of building NPCI as a world class organisation the Board will provide all the support and I as a Chairman will look forward to working with the CEO and all of you!

With Season's Greetings.

- **Balachandran M**

NPCI welcomes the new Chairman



The Board of Directors welcomed Shri Balachandran M as the new Non-Executive Chairman at the Board meeting held on Sep 23, 2013. Shri Balachandran has taken over the charge for two years till 2015. He has taken over the charge from the past chairman Shri N R Narayana Murthy. The entire NPCI team has extended warm wishes to the new Chairman on his new appointment.

CTS Chennai completes 2 years of operations

The CTS 'baby' has turned 'TWO.' In just 24 months, the image-based Cheque Truncation System has already spread its wings from southern to Eastern end and western to Central, encompassing major cities in Northern part. So much so that it is readying up for a bigger leap to reach every corner of the country thus giving a fillip to robust technology of NPCI that is set to touch every Indian by 2020. CTS made the humble beginning with 12 banks in Chennai in Sep 24, 2011. At the end of Sep 2013, the Southern Grid has already roped in 27 major cities covering 9 states, processing a daily average volume of 1 million instruments. CTS commenced Western Grid operations in Mumbai in April 2013, in where 106 banks out of 117 member banks have already started participating in CTS clearing. The first six months of FY 14 has processed a record of 13.36 crore instruments .

APB bags Skoch Financial Award 2013



A packed audience cheered the NPCI team with galore of appreciation, when Aadhaar Payment Bridge System (APBS) was announced as winner of 'Skoch Financial Inclusion Award 2013' at an event in Delhi on Sep 03. The audience was amazed to learn the potentials stored in for APBS that can empower government sponsored financial disbursements to the poor. Skoch Award, one of the highest civilian honors in India that recognizes people, has also conferred IMPS with the 'Skoch Order of Merit.'

IMPS cross 1 Mn mark a month, also records peak Txns a day

The proud moment for IMPS came buzzing when this innovative payment system recorded over One Million successful interbank transactions in last month totaling up to 10,15,087. This record feat has been achieved in less than 3 years' time since its launch that itself demonstrates the robustness of the system and the utmost confidence showcased by the partners and customers. IMPS also saw record 50,000 successful interbank transactions in a day (Sep 30) totaling the count up to 52,562. Recently, the Cosmos Co-operative Bank has enabled famous Dagdusheth Ganapati Devsthan in the Pune district of Maharashtra, for receiving donations through IMPS.



NPCI Team celebrates the record 1 Mn transactions by IMPS

Young India prefers **RuPay**

272 newly joined Probationary Officers of Canara Bank were happy to flaunt their personalized 'RuPay' Debit card and equally overwhelmed to receive MMIDs for IMPS payment. The new-age young bankers can now transfer funds instantly on the move or pay using 'country's own debit card' that comes along with all safety measures. The cards and MMIDs were presented to these fresh bankers during an interactive session on Sep 25 by the senior officials of NPCI, who empowered them with the presentations on futuristic retail payments. The session included product demos of AEPS, IMPS & RuPay that are making India's retail payment structure world-class. The session was graced by the top management of NPCI, including Shri A P Hota and vertical heads.

Power packed Induction program to charge up new joinees



The excitement for 35 newly joined employees continued at the second round of residential induction program, held at Bank of India Management Development Institute, CBD Belapur, Navi Mumbai, from Sep 10 to 21. The enthusiastic young brigade indulged themselves in various path-breaking topics ranging from – Financial Inclusion, Card Products, Personal & Institutional Brand Building, Dealing with People, Customers' Role of Com-

munication, Brand Communications and e-KYC- shared by various speakers. The induction program was one of its kind, in where more than 20 speakers from various verticals of NPCI shared their experience, knowledge and most importantly organizational vision of the organization.

RuPay Acceptance at 5 lakh+ Terminals & 7000+ e-Com sites

At the close of September 2013, the number of terminals accepting RuPay cards on PoS crossed 5 lakh mark. It reached 5,29,000 after ICICI merchant services opened 1 lakh-plus terminals on 30th September, 2013. Three other large acquiring banks- HDFC Bank, Axis Bank and SBI bank had already enabled bank of their terminals for RuPay. Spend of RuPay cards on PoS terminals also crossed Rs 3 crore mark for September 2013. RuPay acceptance on e-Commerce had also been launched in April 2013 at the hands of Shri H R Khan, Deputy Governor, RBI, and in just three months time, RuPay e-Com is accepted at a large number of merchant sites including- ebay, Airtel, Lenskart, Expedia and so on. Now with more than 10 million RuPay cards in the market, 5 lakh plus PoS terminals and 7000 e-Comm sites accepting RuPay, it can be declared that RuPay has arrived.

SBI goes live on RuPay PaySecure

State Bank of India (SBI), the country's biggest bank, is now active as an issuer on RuPay PaySecure with the acquiring in pipeline and becomes the fourth bank to go live on RuPay PaySecure after three major banks – UBI, BoI and BoB. The RuPay PaySecure solution adheres to the two-factor authentication mandated by RBI and uses the SSL encryption and 3DES for PIN encryption. The USP of the solution is its scrambling PIN Pad that shuffles after the selection of every digit for added security.

APB & AePS gain momentum

Huge escalation of bankers towards the presentation on APBS & AePS, made by NPCI team at a workshop in College of Agricultural Banking- Pune, set one thing very clear that both these products can inevitably become the game-changers in retail payments industry. Senior bankers of various Commercial, Urban Cooperative and Regional Rural Banks were present at the workshop during Sep 23-25 to learn about the usefulness of APBS & AePS. The Institute organized a workshop on "ICT based Business Models for Financial Inclusion and Financial Literacy."

New joiner at Senior Management of NPCI

Shri Navtej Singh joins NPCI management as Senior VP & Head of Business Development from October 01, 2013. He brings along more than 16 years of rich experience in Retail Branch Banking, Wealth Management, Product Management, Payment Products and Cards. Shri Singh's previous association with NPCI has been phenomenal as a part of active member in working groups and cards steering committees. He is also the current Chairman for the India chapter of the Prepaid International Forum UK. He joins us from HDFC Bank, where he was the Head of Direct Payment Products.

