

NPCi eNewsletter

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From the MD & CEO's desk



Dear Readers

Tomorrow's world belongs to those who not only believe in themselves but also possess courage and integrity to create and nurture better lives.

We are on the thrust of making a fast India. With time, we have proved our excellence by creating a host of retail payment products for the nation and perfected with expediency of robustness. Our next big endeavor is to present the nation with a central unit system to process all utility bill payments. The Reserve Bank of India has bestowed us with creating a central unit for Bharat Bill Payment System. This central unit will act as one stop system for all countrymen to make their monthly or regular bill payments such as – electricity, water, telephone, school fees et al. And no need to visit several sites for various bills. This news is as awesome for our proficient team that has already started uniting strategies and workmanship to complete the project in time with pride.

Government's announcement to re-launch the ambitious Direct Benefit Transfer scheme, in the month of November, is another good news that has stimulated our efficiency level. Aadhaar Payment Bridge (APB), which channelizes the subsidy to the beneficiary's account, has indeed played a vital role in transforming the process and is shaping well for future. NFS has recorded lowest ever charge back ratio at 0.019% against its targeted 0.020% which itself is an answer to ATM disputed transactions in the country.

A big dream of merging 66 clearing houses into 3 image-based cheque truncation grids has come to true. IndusInd Bank has joined IMPS as first bank to start Branch Banking. Also, GI Technology, a PPI player, has gone live on ABRS system paving the way to expand IMPS objectives. NUUP services can be availed in 10 different languages.

More than 55 million RuPay debit cards have been issued so far, mostly under Pradhan Mantri Jan Dhan Yojana, and fast reaching towards its target of issuing 100 million by next year.

Finally, it was a pure delight when NPCI members came together to jostle up an euphoria during the 'Life @ NPCI' event with congregation of talents and happiness.

We surely have much more to be proud of. Let's dream big and commit even bigger.

A P Hota
MD & CEO

NPCI to accomplish India's dream of creating a central bill payment

India is creating a bill payments avatar called- Bharat Bill Payment System (BBPS)- for customers to make 'anytime anywhere' bill payments. This will function as a one-stop point to make all utility bill payments such as – water bill, electricity bills, insurance premium, mobile phone bills, school fees et al. A centralized bill payment system will allow a customer to visit just one website or one outlet to pay all monthly bills. NPCI has been extended the responsibility to create a single authorized entity operating the payment system and set the necessary operational, technical and business standards for the entire system and undertake clearing & settlement activities.



While on-the-marathon of instigating the nation's biggest payment system service point, NPCI is creating a new entity to act as the operator for banks as well as non-banks. The new system will be designed in such a way that it will bring inter-operability and allow a biller to maintain account(s) with one operator for all its customers. NPCI will

fulfil the objective of BBPS to implement an integrated bill payment system in the country that offers inter-operable and accessible bill payment service to customers through a network of agents, enabling multiple payment modes, and providing instant confirmation of payment.

DBTL re-launched with direct subsidy remittance & account number-based for non-Aadhaar numbers

The modified Direct Benefit Transfer of LPG scheme is being re-launched in 54 districts on November 15, 2014 and is designed to enhance consumer convenience. Consumers not having Aadhaar numbers can avail the subsidy directly into their bank account numbers. Consumers who are not CTC will get a 3-month grace period and the permanent advance is paid in the bank account of consumers. NPCI's infrastructure is robust enough to deliver the government's ambitious project in time and process the service.



Better ATM solutions' discussion at RBI's Ombudsman

Providing contemporary insights on ATM related issues including ATM logs, CCTV footage, ATM documentation and others, NPCI Team facilitated solutions-driven discussions during a session on "ATM Disputes and Recon aspects" at Office of Banking Ombudsman (OBO), Reserve Bank of India, Hyderabad, held on November 07, 2014. A similar training session was conducted in Reserve bank of India, Kolkata on November 05, 2014 where senior bankers attended the session.

66 Clearing Houses merged into 3 Cheque Truncation

The truncation-based cheque clearing system which was being implemented by NPCI has been completed in November. With this, 66 clearing houses in the country have merged into 3 on a grid approach - Western, Northern and Southern. Now there are only 3 clearing houses in the country - Mumbai, Delhi and Chennai. The clearing and settlement are done purely on the basis of image, instead of physical one.

India's rising payment infrastructure sets high tone for Payments world



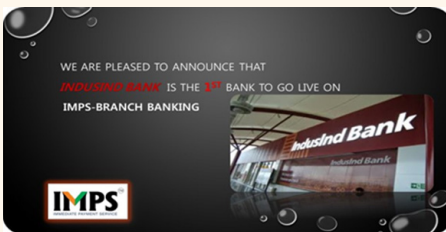
India has and will take concerted initiatives to make its payment environment truly world class. The rapid development around payments industry in the recent time has insinuated to build a less-cash society in no time, Shri A P Hota stressed during his discussion, in a summit organized by Eurofinance on November 26, 2014 in New Delhi. The centralised bill payments and payments banks are set to bring new plethora of opportunities in Indian economy, he added while addressing to a large gathering of bankers and Financial Institutions top leaders.

RuPay accessing channels to go all Global

'RuPay' can be used as an instrument for growth as is being expended by the Government to eradicate what is called – Financial Untouchability. Explaining a step further about the debit card of India- RuPay - Shri A P Hota gave a detailed presentation on how RuPay card is gearing up to make a mark in the global payments scenario during an event by International Cards & Payments Council in Dubai on November 12, 2014.



IndusInd becomes first bank to live on IMPS Branch Banking



IndusInd Bank becomes the first bank to go live on Immediate Payment

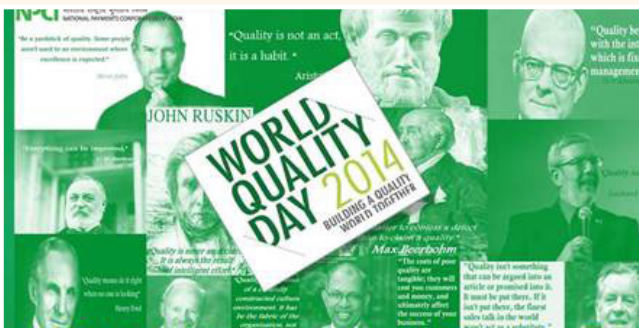
Service (IMPS) for Branch Banking Channel. With this unique channel-agnostic feature, IMPS has added one more feather on its cap and would be able to cater unbanked population who can do transactions from any branch that are providing this facility and initiate IMPS to transfer funds by depositing cash.

GI Technology first PPI to go live on ABRS



Aadhaar Bridge Remittance Service (ABRS), which was launched by NPCI in 2013, has been gaining grounds with a view to provide remittance service to all mainly to people staying at remotest places in the country. GI Technology Pvt Ltd., a Chennai-based Prepaid Payment Instrument (PPI), becomes the first PPI player to join hands with IMPS to facilitate instant remittances using ABRS service. This tie-up is set to help more than 60 crore Aadhaar number holders in the country to receive remittances.

NPCI brain storms on 'Building a Quality world Together'



Celebrating World Quality Day, NPCI brains put forward their thoughts and ideas on how quality management in retail payment can eliminate product failures and drive innovation with cost effectiveness, during a group discussion held on November 13, 2014. The objective was solely to emphasise on homogenizing internal processes and NPCI quality management system (NQMS), and also to achieve 'Building a quality world together' in a way through internal consistent efforts.

With RuPay, PMJDY set to gift pride to 75 million households

RuPay is paving the way to customers having no bank account in the country with safe and secure debit cards. More than 55 million RuPay cards have been issued under the PM Jan Dhan Yojana 2014, and is growing. Sharing details on strategies, opportunities and roadmap to cover the entire country under the project, Shri A P Hota explained RuPay's future with host of CEOs, CFOs, regulators, economists, NGOs and students at a session organized by Bombay Management Association in Mumbai on November 15, 2014. The PMJDY has firm plans to open 75 million households in the mainstream financial services by opening their bank accounts and providing them NPCI's debit card - RuPay.



NACH Credit and Debit registers 4.65 lakh and 1.54 lakh transactions for November

National Automated Clearing House (NACH) has registered one of the highest transactions during the November month with Credit processing at 4.65 lakh and Debit at 1.54 lakh respectively. Aadhaar Payment Service (APB), also recorded growth volume at 4.13 lakh transactions a day in the same month.

NFS records lowest ever charge back ratio at 0.0197%

A major milestone by National Financial Switch team came calling when the lowest charge-back ratio was achieved at 0.0197% against its targeted 0.020%. The charge-back ratio represents the disputed transactions at ATM, which is considered as one of the performance parameters for an ATM network. Last year, it achieved 0.030% as targeted. The lowest, so far, charge back

is a result of implementing a few standard practices including - Turn-around time of reconciliation & timing of raising credit adjustment by conducting walkthrough, understanding impact of technical aspects like recertification of LTS / TVS & ATM machine functionality.

NUUP goes multi-lingual with multi-telecom players

Banking customers can dial *99# to access NUUP services and listen all details in their local language for ease of understanding and more of user-ability. NUUP is now offered in 10 languages viz - English, Hindi, Marathi, Bengali, Punjabi, Oriya, Tamil, Telugu, and Kannada & Malayalam. This new language support services, will be availed by - Airtel, Vodafone, Idea, Tata, Aircel & MTNL currently, whereas Telcos like BSNL, Reliance, Uninor & Videocon will follow the suit.

Life @ NPCI swings into action with Casino Royale theme



Enthusiastic employees of NPCI were dressed in lines of The Casino Royale theme and transformed the venue in to Las Vegas..! Many participated to showcase their talent, they sang, danced, played music instruments, walked on the ramp and won many hearts. The platform was also used to congratulate and declare the winners of the "Life @ NPCI" video. A mega event was held at the splendid evening of 21st November at the Radio Club in Mumbai, right under the shining stars and dim moon light, the historic view of the iconic Taj Mahal Hotel and the Gateway of India enhanced the charm of the get together.

Aadhaar Payment Bridge transforming DBTL scheme

APB system has a big role to play in the modified Direct Benefit Transfer of LPG scheme that is being re-launched by the Government. The Government uses the APB system for channelizing the subsidy in the beneficiary accounts. NPCI has been putting concerted efforts in creating awareness for common people to know about their Aadhaar seeding status in their respective bank accounts. The awareness is aimed towards all segments of the society- rural & urban, tech & internet savvy, basic and smartphone users. QSAM service is launched that will allow the access of Aadhaar mapper to ascertain the seeding status.

- ❖ Basic mobile phone users : *99*99#
- ❖ Smartphone users : Aadhaar Status app in Play Store & itunes
- ❖ Internet users : www.mylpg.in
- ❖ Aadhaar mapper : Access available to banks of APB System

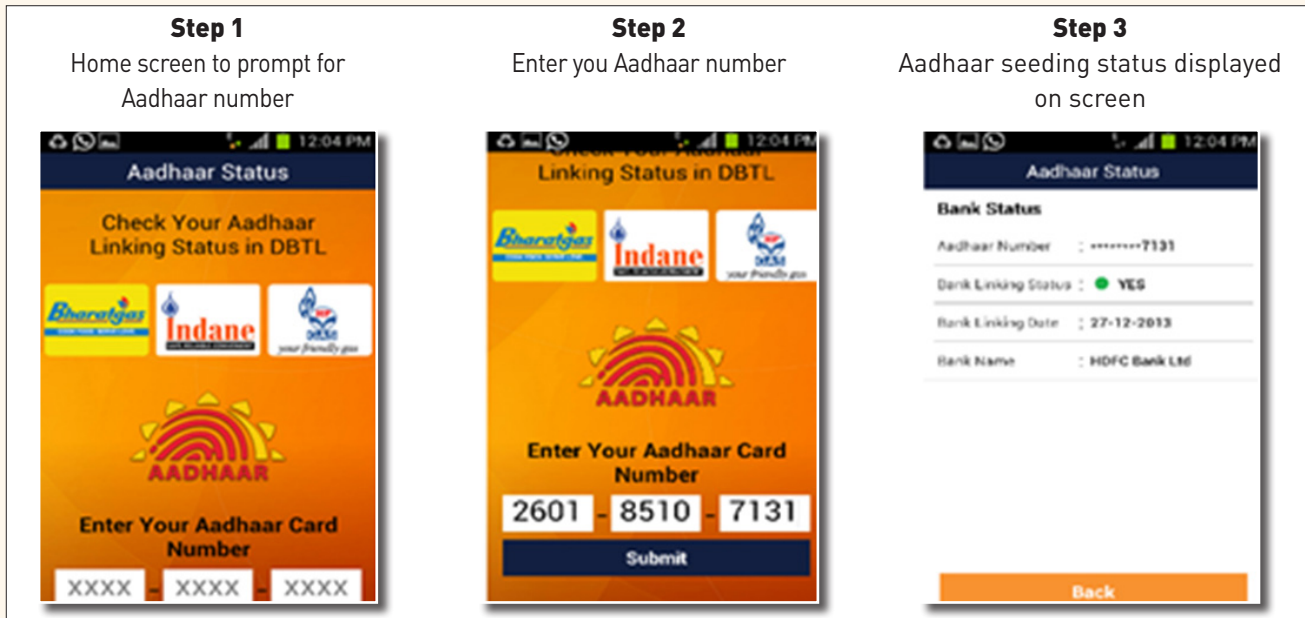
Aadhaar Status on Basic Mobile Phones

The recently launched NUUP platform allows the beneficiary to check the Aadhaar status on basic mobile handset with GSM connection without having the internet facility. This service allows the beneficiary to know bank's seeding with Aadhaar along with the last updated date by dialling *99*99# and following few simple steps as depicted below.

<p>Step 1 Dial *99*99#</p> 	<p>Step 2 Screen to prompt for Aadhaar number</p> 	<p>Step 3 Enter your Aadhaar number</p> 
<p>Step 1 Screen to prompt for Aadhaar confirmation</p> 	<p>Step 2 Give Aadhaar confirmation</p> 	<p>Step 3 Aadhaar seeding status displayed on screen</p> 

Aadhaar Status on Smartphones

For the Smartphone users, “Aadhaar Status” mobile application is available in leading app stores. In order to use this facility, the beneficiary needs to download the app from the store and install on his smartphone. The application allows the beneficiary to know the bank in which his/her Aadhaar has been seeded along with the last updated date. Additionally, the application also lets you know the Aadhaar seeding status in OMC database if the beneficiary has an LPG connection.



Aadhaar Status on Internet

A lot of people spend a considerable amount of time on internet these days. The convenience of knowing the Aadhaar seeding status in bank account and OMC database has been extended on the internet as well. The beneficiary can visit the website www.mylpg.in and can check the seeding status by providing the Aadhaar number.

- ❖ Step 1: Log onto www.mylpg.in
- ❖ Step 2: Click on any of the OMC logo (Indane / Bharat Gas / HP Gas)
- ❖ Step 3: Click on “Check DBTL (CTC) Status”
- ❖ Step 4: Click on “Check if Aadhaar Seeded Correctly”
- ❖ Step 5: Enter your Aadhaar number
- ❖ Step 6: Aadhaar seeding status displayed with bank name and last updated date.

Aadhaar Status on NACH Application

This facility has been provided to a closed user group and is accessible to only those banks which are members of the Aadhaar Payment Bridge System (APBS). Using this channel, member banks can check Aadhaar seeding status in mapper database.

The steps taken above towards the simplification of checking the Aadhaar seeding status in NPCI mapper database will help in increasing the customer confidence in the Aadhaar based payment services.