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NPCI's statement regarding UPI / BHIM

Mumbai: With regards to few media reports about technical malfunction in certain bank's Unified Payments Interface (UPI) application, NPCI would like to clarify that there is no vulnerability or loophole reported in Bharat Interface for Money (BHIM) application or UPI system. NPCI has done intensive testing, robust design of security controls and continuous monitoring of its UPI infrastructure. The environment in which BHIM or UPI is run by NPCI is highly secure and certified with best global practices like PCI DSS ISO 27001. The packages have also been audited by reputed IT security firms. NPCI has put in place adequate governance mechanism for banks to report any fraud or system issues and its redressal.

Even since BHIM was launched by Hon'ble Prime Minister Shri Narendra Modi, significant downloads have been witnessed. But all downloads do not necessarily lead to activation and usage. Out of the 19.16 million downloads, 5.1 million customers have been able to link their bank accounts. In many cases customers downloaded the application to see at their end that they have not linked their mobile number to the bank account.

"This is the reason for launching a special drive by the Government of India for linking of mobile number with bank accounts. Banks are expected to reach out to all their customers by various means and ensure universal acceptance of mobile banking services at the earliest," said Mr. A. P. Hota, MD & CEO, NPCI.

About NPCI

National Payments Corporation of India (NPCI) was set up in 2009 as the central infrastructure for various retail payment systems in India and was envisaged by the Reserve Bank of India (RBI) as the payment utility in the country.

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