

NPCI/UPI/OC No. 04 / 2016-17

12<sup>th</sup> August 2016

To,

All Member Banks, Unified Payments Interface (UPI)

Dear Sir / Madam,

**Subject: Compliance with the NPCI Circulars and Procedural Guidelines of UPI**

We wish to draw your kind reference to the UPI Circulars vide Circular No. NPCI: 2016-17: UPI: Circular no. 01 dated July 14<sup>th</sup> 2016; NPCI:2016-17:UPI: Circular no. 02 dated July 22<sup>nd</sup> 2016 and NPCI/UPI/OC No.03/2016-17 dated 2<sup>nd</sup> of August 2016.

- a. The requirement of enabling 1000 unique users on UPI as per UPI Circular No 1; confirmation of 5000 plus transactions with a success rate of 90% and above for at least 2 days before go and live is being tracked by NPCI as a pre-requisite customer go live.
- b. Further, we wish to seek your confirmation with regard to other specific points as under UPI Circular no. 2 and Circular No. 3 in the appended table towards

Sr.	NPCI Requirement	Reference to Document	Compliance Status
1	Call Centre Activation for UPI customer support	NPCI:2016-17:UPI: Circular no. 02 dated July 22 <sup>nd</sup> 2016	Yes / No
2	Availability of User Manual / Instruction on Banks website	NPCI:2016-17:UPI: Circular no. 02 dated July 22 <sup>nd</sup> 2016	Yes / No
3	Requisites arrangement completion for uploading the app to Play Store.	NPCI:2016-17:UPI: Circular no. 02 dated July 22 <sup>nd</sup> 2016	Yes / No
4	Enablement of daily Reconcilitaion for UPI transactions	NPCI/UPI/OC No.03/2016-17 dated 2nd of August	Yes / No

5	99.9% uptime of the UPI infrastructure.	point 'b' under Annexure VII of the UPI Procedural Guidelines – "Roles & Responsibilities of the PSPS	Yes / No
6	Capability of processing 150 transaction per second (TPS), 5,00,000 transactions per day by Banks UPI infrastructure	point 'b' under Annexure VII of the UPI Procedural Guidelines – "Roles & Responsibilities of the PSPS	Yes / No

We seek member banks to provide a self declaration of having complied with the aforementioned requirement/s .

We shall be grateful to have a confirmation from our member banks on the above as we prepare for customer go-live. Your responses and confirmations in this regard may please be forwarded to the email id : [DI\\_UPI\\_dl\\_upi@npci.org.in](mailto:DI_UPI_dl_upi@npci.org.in)

Yours faithfully,

**Dilip Asbe**  
Chief Operating Officer