

NPCI/UPI/OC No. 29 / 2017-18

August 18, 2017

To,

All Member Banks, Unified Payments Interface (UPI)

Dear Sir / Madam,

Subject: To reduce the high Technical declines & Business declines.

UPI transactions are gearing up day by day with all the support provided by Member banks within the ecosystem. Initially UPI started with 21 member banks which have now been increased to 55 member banks out of which 38 banks are live as a PSP and 17 banks are live as an issuer only. As the volumes are picking up, **stability** and **efficiency** are the main quality aspects which are desired by the higher authorities to provide better services to customers all over the country.

However, in the interim NPCI has observed that with the increase in volume of UPI transactions, there is an increase in the percentage of Technical declines and Business declines within the ecosystem.

Further, we also refer to RBI letter **DPSS.CO.OD.No. 683 / 06.08.001 / 2017-18** dated **August 14th, 2017** under the subject **Update on UPI for the month of July 2017 (Annexed)**. It has been communicated that RBI has taken a note on high technical and business declines and thus technical declines cannot be more than 1% ("**for transactions and Meta API**") for any bank to participate in UPI or is already a part of UPI. As NPCI is already initiating appropriate measures to monitor and progressively bring down the technical declines to less than 1% on continuous basis, member banks herewith are also requested to take the necessary measures and maintain/bring down the technical declines to less than 1%.

Further, to bring down the high business declines member banks are advised to initiate measures for customer training/awareness.

The above is for your kind consideration and needful action.

Yours faithfully

Dilip Asbe
Chief Operating Officer



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

www.rbi.org.in

DPSS.CO.OD.No. 683 / 06.08.001/ 2017-18

August 14, 2017

The Chief Operating Officer
National Payments Corporation of India
1001A, B wing, 10th Floor,
The Capital, Bandra - Kurla Complex,
Bandra (East), Mumbai - 400 051

Dear Sir,

Update on UPI for the month of July 2017

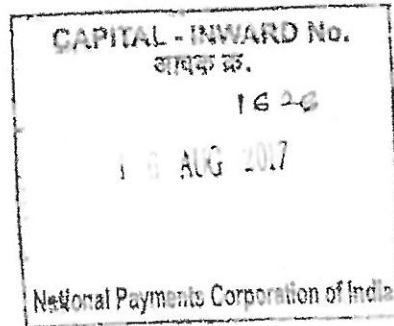
A reference is invited to your letter NPCI/2017-18/RBI/UPI/0708 dated August 07, 2017 on the captioned subject and the subsequent communication in this regard.

2. In this connection, NPCI is advised to ensure that the technical declines are minimized. NPCI may initiate appropriate measures at their end to monitor and progressively bring down the technical decline to below 1%

3. Further, NPCI may advise banks that have consistently demonstrated a high level of business declines to initiate measures for customer training/awareness.

Yours faithfully

Nilima Ramteke
14.8.2017
(Nilima Ramteke)
General Manager



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हिंदी आसान है, इसका प्रयोग बढ़ावा देना