

NPCI/UPI/OC - 154/2022-23

18th July, 2022

To,

All Members Banks – Unified Payments Interface (UPI)

Dear Sir/Madam,

Introduction of UPI Plug-in Service

To improve payment acceptance and UPI integration for merchants, UPI Plug-in service is being introduced wherein, the sponsor bank extends their PSP bank SDK (**Parent App**) to integrate with Merchant's App (**Partner App**). Since there is an existing PSP app (Parent App) available for users, Partner Apps can provide inline payment experience for the users by means of entering the UPI PIN in the Partner App (SDK of Parent PSP), and promote Parent apps for full UPI functionality.

The below direction shall be followed for UPI Plug-in integration:

1. The Partner App shall have to provide UPI merchant functionalities basis the partner's business use case (only for Merchant Payments) as approved by NPCI.
2. The Partner App shall operate as a non-exclusive PSP bank handle (where the handle is common across multiple apps), where the Partner App will have the same profile (UPI ID and remitter account of the user) already present in a PSP app which manages UPI IDs (to be called as Parent App). This will provide Partner App to leverage existing user base and also support new user registration on Parent App using the UPI Plug-In solution.
3. UPI Plug-in service shall be managed in bank controlled infrastructure only (on premise or cloud) and data communication for payment transactions is permitted only between PSP SDK and PSP server directly.
4. The Parent PSP app must be certified as a UPI app with NPCI, must support interoperability, and be enabled for all UPI mandatory features including services provided by their Partner Apps.
5. The Partner (merchant) shall not have access to customer sensitive data including personal information and Sensitive Personal Data. It may have information except as may be required by the merchant to support customers to raise dispute using UPI Help (ODR) with respect to UPI transaction made using the Partner App. Further, the Partner shall not share any UPI transaction data with any other entity without the prior consent of Sponsor PSP Bank and NPCI.

6. The Sponsor PSP bank shall be responsible for KYC and on-boarding of the Partner Apps and shall ensure all due diligence of onboarding the partner.
7. The Sponsor PSP bank shall be responsible for the Partner App's compliance to Data localization requirements.
8. The Partner App must adhere to the interoperability guideline of UPI i.e. provide visible opportunity for all UPI customers to conclude the transactions using Intent call with adequate branding.
9. Sponsor bank shall be fully liable for all actions and activities of its Partner Apps.

Member banks are to take note of the same.

Yours sincerely,

SD/-

Kunal Kalawatia

Chief of Product