

NPCI/UPI/2022-23/OC.156

27th September, 2022

To,

All Member Banks, UPI, IMPS, AePS, NFS and RuPay

Madam / Dear Sir,

Subject: Online Business Operations – Team Structure

Members are requested to note that following teams are formed to take care of Business Operational activities.

Name	Broad Level Activities
Settlement and Reconciliation Team	<ol style="list-style-type: none">1. On time Settlement.2. On boarding of members for existing and additional services.3. Resolution of settlement issues reported by members.4. Back office and GST related queries.5. Timely resolution of disputes, complaints and queries.6. Implementation of reconciliation and dispute processes for new enhancements and enhancements in existing functionalities.
Relationship / Advisory Team	<ol style="list-style-type: none">1. Interacting with Members as Single Point of Contact (SPOC) for discussing and addressing member's operational matters.2. Improvement in Business Declines (BD), Dispute Ratio, Deemed Acceptance, etc.3. Working with Members towards operational excellence (improvement of TATs, success rate of Online Dispute Resolution (ODR), fine tuning of Settlement processing etc.)

Please make the note of the above and disseminate the instructions contained herein to the officials concerned.

Yours faithfully,

Saiprasad Nabar

ENCL: Annexure A - Contact details of Settlement and Reconciliation Team.
Annexure B - Contact details of Relationship / Advisory Team.

Annexure A

L E V E L - 1	NFS	RuPay	UPI	IMPS	AePS	GST related Support
	Mr. Vasim Shaikh / Mr. Srimon Anbarasan nfsdms@npci.org.in/va sim.shaikh@npci.org.in /srimon.anbarasan@np ci.org.in	Mr. Sandesh Keluskar / Mr. Yogesh Suradkar rupayoperations@npci.org.i n/sandesh.kelaskar@npci. org.in/yogesh.suradkar@n pci.org.in	Ms. Amrita Shiroor upi.support@n pci.org.in/amrit a.shiroor@npci .org.in	Mr. Viraj Keni imps@npci. org.in/viraj.k eni@npci.or g.in	Mr. Deepak Agrahari aeaps.oppssupport @npci.org.in/deep ak.agrahari@npci. org.in	Ms. Swapnali Waydande gst.support@npc i.org.in/swapnali. waydande@npci. org.in
L E V E L - 2	Mr. Sushant Sawant sushant.sawant@npci. org.in	Mr. Sushant Sawant sushant.sawant@npci.org.i n	Ms. Sapna Gupta sapna.gupta@ npci.org.in	Ms. Sapna Gupta sapna.gupt a@npci.org. in	Mr. Sushant Sawant sushant.sawant@ npci.org.in	Mr. Sushant Sawant sushant.sawant @npci.org.in
	Mr. Murlesham Mithapalli murlesham.mithapalli@ npci.org.in	Ms. Pramila Shetty pramila.shetty@npci.org.in	Ms. Pramila Shetty pramila.shetty @npci.org.in	Mr. Ramaraju rama.raju@ npci.org.in	Mr. Ramaraju rama.raju@npci.o rg.in	Mr. Murlesham Mithapalli murlesham.mitha palli@npci.org.in
L E V E L - 4	Mr. Saktiswar Rao					
	saktiswar.rao@npci.org.in					

S.M.N.

Annexure B

Product Name	Level 1	Level 2	Level 3	Level4
UPI and IMPS	Ms. Sonam Kañdu sonam.kandu@npci.org.in	Mr. Pankaj Samarth pankaj.samarth@npci.org.in	Mr. Rajesh Dangwani - Incharge rajesh.dangwani@npci.org.in	
	Ms. Rumana Shaikh rumana.shaikh@npci.org.in			
AePS and eKYC	Mr. Miller Koli miller.koli@npci.org.in		Mr. Rajesh Dangwani - Incharge rajesh.dangwani@npci.org.in	
NFS and RuPay	Ms. Archana Kamath archana.kamath@npci.org.in	Mr. Glen Gonsalves glen.gonsalves@npci.org.in	Ms. Tejasvi Shirsat tejasvi.shirsat@npci.org.in	Ms. Jyoti Jadhav - Head jyoti.jadhav@npci.org.in
	Ms. Meha Manjula meha.manjula@npci.org.in	Mr. Vaibhav Joshi vaibhav.joshi@npci.org.in		
		Mr. Pralhad Raut pralhad.raut@npci.org.in		

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