

**DRIVEN BY TWO PASSIONS:
PAYMENTS AND PEOPLE.**



National Payments Corporation of India

Business Continuity Management

Preparedness to Handle Coronavirus Pandemic Situation

1. Our preparedness:

National Payments Corporation of India (NPCI) being critical financial infrastructure in India has its business continuity management plan in place to handle any eventuality leading to non-availability of either physical infrastructure in one of the locations or non-availability of people in any location or lock down of any one or all the operational centers. We are actively monitoring the developments in various geographies and related changes in the policy statements of Central Government as well as various State Governments and Regulators.

We are taking all the possible measures to ensure that there is no significant disruption in critical aspects like system uptime, settlement and dispute handling, Technical and network monitoring and support. We are agile to respond to any eventuality and already taken the following actions to keep the preparedness in this direction:

1. Ensured that all the resources equipped with necessary infrastructure to handle the systems and process even from outside the office to handle city lockdown situation, if arises.
2. We are communicating with our employees and other stakeholders on regular basis and taking feedback for further improving our ability to respond.
3. All the meetings requiring substantial number of people to participate are held over video conferencing or voice call.
4. Client visits have been restricted and handled through voice calls and mails.

2. Preventive measures at work place:

We believe in wellbeing of the employees at all the times, all the necessary measures have been taken to ensure this.

1. All the business, training related travel plans have been aborted.
2. Employees have been advised to not to travel unless there is pressing demand or emergency.
3. To ensure social distancing employees are permitted to work from home, all the necessary infrastructure has been arranged. Critical employees who need to access the physical infrastructure on need basis are housed in the vicinity of our establishments.

4. Awareness sessions covering the origin, symptoms and preventive measures covering all of our employees were conducted.

3. Procedure to be followed by member banks and other partners:

1. Keep internal teams abreast of the processes to be followed in the event of BCP invocation by NPCI.
2. Network ports allocated for alternate site of NPCI shall be kept in active mode, the ports should not be changed without confirmation from NPCI.
3. Escalation matrix provided by NPCI should be kept at a prominent place so that the same can be used as and when required.
4. Follow the escalation matrix provided by NPCI and reach out only to the relevant personnel in case of any issues.
5. Maintain well trained staff to handle the systems and processes

4. Mode of communication:

1. The escalation matrix and E-mail addresses are provided in Annexure I.
2. The preferred mode of communication is E – Mail

5. Possible delay:

1. Network equipment delivery and commissioning of links.
2. Response to non-financial queries and resolution.
3. Certification and on-boarding of new stakeholders.

NPCI shall keep monitoring the situation and take all the possible measures to provide uninterrupted services to the member banks and other stakeholders.

Annexure I

Escalation matrix

CTS, NACH & NETC

LEVEL	EMPLOYEE NAME	DESIGNATION	MOBILE	EMAIL ID
Level 1	Srihari Bavirisetty	Associate	9966003386	Ctsnachnetcops.bcp@npci.org.in
	Prasanna Sai	Senior Associate	9959069217	
	T Vinodh Kumar	Senior Associate	9566962444	
	Hareeshankar CK	Senior Associate	9566072108	
	Rajasekar K	Senior Associate	9941134593	
Level 2	Prashanth Kumar Palle	Lead	9789808490	
	Vipeesh Kumar	Lead	9892227037	
	Jayachandar J	Lead	9842756895	
	Sakthi Krishnan	Lead	9789485301	
Level 3	Samba Sai Kumar	In-charge	9030540946	
	R Vijayakumar	In-charge	9176679847	

**** Please note that the above E – Mail id will be active only during BCP period**

ONLINE PRODUCTS (UPI, IMPS, ECOM, NFS, AePS)

LEVEL	EMPLOYEE NAME	DESIGNATION	MOBILE	EMAIL ID
Level 1	Rohan Gupta	Senior Associate – Helpdesk monitoring	8108186573	Onlineops.bcp@npci.org.in
	Pritish Paul	Senior Associate – UPI & IMPS	8297571777	
	Abhinav	Senior Associate - UPI Technology	9458545522	
	Pravin Khamkar	Senior Associate -AePS	7021607427	
	Rahul Rai	Senior Associate - IMPS & AEPS Technology	9949630836	
	Sonal Pagare	Senior Associate – RuPay	9761677202	
	Vaibhav Joshi	Senior Associate – RuPay	8291847139	
	Madhulika Singh Thakur	Associate - NFS	8518994115	
	Imran Patni	Senior Associate – NFS	8291968533	
	Pratik Vora	Senior Associate – NFS	7506446586	
	Vimal Pournami	Senior Associate – Ecom Technology	9398685928	
	P Vijay Kumar	Senior Associate - NFS & RuPay Technology	8973046570	
Level 2	Chetan Bondre	Lead – Help Desk Monitoring	8879772844	
	Neha Kumari	Lead – UPI	9167852531	
	Krishna Chaitanya	Lead – IMPS	8978720088	
	Shiva Chukkala	Lead – UPI Technology	9030083913	
	Rajendra Maurya	Lead – AEPS	9820626159	
	Soumya Shivrajan	Lead – IMPS & AEPS Technology	9703052383	
	Gopakumar K P	Lead – RuPay	9152085801	
	Mehfooz Khan	Lead – NFS	8108122867	
	Anuj Nirval	Lead – Ecom Technology	9582535360	
	N Sailesh	Lead – NFS & RuPay Technology	9949274781	
Level 3	Saktiswar Rao	Incharge – UPI & IMPS	8108122856	
	Rajesh Dangwani	Incharge – AEPS	8108108620	
	Gururaj Rao	Incharge - RuPay & NFS	8879772795	

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