

NPCI/IMPS/OC No 63 /2014-15

November 18th, 2015

To,

All IMPS Members

Dear Sir/Madam,

Introduction of Direct Menu Codes on *99#

*99# (NUUP) – a USSD based mobile banking service from NPCI – is available to customers by dialing *99#. In order to access their respective bank menus, customers have the option of either entering 3 digits bank short name or 1st 4 letters of bank's IFSC. While these two options are available, still majority of the bank customers are unable to access the menu as either they are unaware of the input or make wrong entry, leading to transaction declines.

The above matter was discussed in the 22nd steering committee held on 18th November 2015, where members recommended the introduction of additional option of numeric short code to access bank menu. This short code will be suffixed with *99#, allowing users to directly access the bank's menu. For e.g., if a bank A has short code 54 assigned, then its customers can directly access its menu by dialing *99*54#. This will not only help in reducing the declines owing to wrong/no entry from the customers, but will also help banks in promoting the direct code assigned to them to its customers without any hassles.

The numeric codes will be assigned by NPCI and banks will be informed during the onboarding process. For the banks that are already live on *99#/under certification, the list of numeric codes is annexed herewith

This facility will be operational from 15th December 2015.

Yours sincerely



Dilip Asbe
(Chief Operating Officer)
Enclosed : As above

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Annexure

Sr No	Banks Name	Multi-modal code
1	State Bank of India	*99*41#
2	Punjab National Bank	*99*42#
3	HDFC Bank	*99*43#
4	ICICI Bank	*99*44#
5	Axis Bank	*99*45#
6	Canara Bank	*99*46#
7	Bank of India	*99*47#
8	Bank of Baroda	*99*48#
9	IDBI Bank	*99*49#
10	Union Bank Of India	*99*50#
11	Central Bank of India	*99*51#
12	Indian Overseas Bank	*99*52#
13	Oriental Bank of Commerce	*99*53#
14	Allahabad Bank	*99*54#
15	Syndicate Bank	*99*55#
16	UCO Bank	*99*56#
17	Corporation Bank	*99*57#
18	Indian Bank	*99*58#
19	Andhra Bank	*99*59#
20	State Bank of Hyderabad	*99*60#
21	Bank of Maharashtra	*99*61#
22	State Bank of Patiala	*99*62#
23	United Bank Of India	*99*63#
24	Vijaya Bank	*99*64#
25	Dena Bank	*99*65#
26	Yes Bank Ltd	*99*66#
27	State Bank of Travancore	*99*67#
28	Kotak Mahindra Bank	*99*68#
29	Indusind Bank	*99*69#
30	State Bank of Bikaner & Jaipur	*99*70#
31	Punjab & Sind Bank	*99*71#
32	Federal Bank	*99*72#
33	State Bank of Mysore	*99*73#
34	South Indian Bank	*99*74#
35	Karur Vysya Bank	*99*75#
36	Karnataka Bank	*99*76#
37	Tamilnaad Mercantile Bank	*99*77#
38	Development Credit Bank	*99*78#
39	Ratnakar Bank	*99*79#
40	Nainital Bank	*99*80#
41	Janata Sahakari Bank,	*99*81#
42	Mehsana Urban Co-operative Bank	*99*82#
43	NKGSB Co-operative Bank	*99*83#
44	Saraswat Bank	*99*84#


