भारतीय राष्ट्रीय भूगतान निगम
National Payments Corporation of India

NPCI/NFS/OC No.10/2009-10 February 10, 2010

To

All Member Banks of National Financial Switch (NFS)

Dear Sir / Madam,

Best practices codes-NFS

As you are already aware that National Payments Corporation of India (NPCI) has taken over the operations of National Financial Switch (NFS) from Institute for Development and Research in Banking Technology (IDRBT) w.e.f. 14th December 2009. With the concerted efforts of all concerned, the technical declines have been brought down significantly. We endeavour to bring down technical declines to the bare minimum which necessitates collaborative action from all the member banks. Following few best practices codes may be adopted by our member banks with immediate effect to meet the objectives.

Down Time:

a) Schedule downtime would be permissible only between 1-00 am and 6-00 am. Banks are advised to carry out all planned maintenance activities only during this time. Please avoid any maintenance activity during the high volume weeks of the month i.e. first and last week. In other words, any scheduled maintenance activity should be carried out in 2nd/3rd week only between 1-00 am and 6-00 am.
b) Banks carrying out Scheduled Maintenance should inform NFS by way of mail at least 24 hours in advance. This will enable NFS to inform other member banks or handle other bank queries efficiently.

Contact Details:

Member banks should keep on updating NFS about the Contact details of it's IT and Operations Wing. Whenever any addition / deletion / modification in the contact details (from Level 1 to Level 4) are effected, the same should be immediately intimated to NFS for updating the records. (mail to nfshelp@npci.org.in, prsujana@npci.org.in)

ISDN/Backup Link Testing:

Banks should undertake ISDN/Backup Link testing as frequently as possible, preferably once a week during night time. This will help ensuring minimum downtime. In case of inability to do so, please coordinate with NFS Help Desk team at Hyderabad (nfshelp@npci.org.in, avsanand@npci.org.in).

We would incorporate the above best practices in the next version of NFS Operating Manual.

(A P Hota)
Chief Executive Officer

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