



Circular No. NPCI/2010-11/NFS/OC/21

January 5, 2011

To : All Member banks of National Financial Switch

Sir / Madam,

Sub: Business continuity and DR Drill for ATM Switches under NFS

As per the Standard Operating practice, member banks are required to inform NFS whenever a DR Drill is to be conducted for their switching operation. DR Drills are also required to be commenced during odd hours (after 11.00 p.m.) and restoration to PR site should also take place during the odd hours.


But we observe that members have not been adhering to this instruction. On many occasions, DR Drills are carried out without adequate preparation as a result of which large volume of transactions are getting declined with the reason "Issuing processor not available".

We request the following :

- (1) DR Drills to be carried out with at least two days prior intimation to NFS.
- (2) The Drill should commence preferably at night (after 11.00 p.m.) and restoration to the PR site should take place well before 06.00 a.m. If a bank would like to use the DR site for full 24 hours, it is most welcome and restoration may take place only after 11.00 p.m. Restoration to PR during the busy period (12.00 noon to 09.00 p.m.) should be strictly avoided.
- (3) Scheduled maintenance activities should also be carried out only at night (after 11.00 p.m.)

We request you to kindly acknowledge receipt of the Circular and intimate to us as to whether you observe DR Drill on a quarterly , half-yearly or yearly basis.

Yours faithfully,


(K.S. Nerurkar)
Head – NFS Business