



To,

All Member Banks of National Financial Switch

Dear Sir/Madam,

National Payments Excellence Awards -2014

NPCI's National Financial Switch (NFS) is the largest domestic ATM network in the country, made possible due to the unstinted support received from the member banks. Since the takeover of NFS operations in December 2009, NPCI has implemented several process enhancement and technology up-gradation initiatives to create a robust & reliable ATM network for the benefit of the bank customers. This has contributed substantially in enhancing the performance of member banks of NFS. It would be opportune to state that the network has grown to 286 Banks and connects over 1,67,000 ATMs.

NPCI aims to be the best managed ATM network in the world in terms of transaction volume, system uptime, transaction declined ratio, efficient dispute management, compliance, etc. In this regard, NPCI has been receiving excellent support from members in implementing various measures leading to business and technical efficiency in the ATM network and growth in volume.

You are aware that NPCI instituted the 'Operational Excellence Awards' in the year 2011 to identify and reward member banks for their performance on the NFS ATM Network. Member banks were classified into 3 categories as follows:

1. Public Sector banks
2. Private Sector & MNC banks
3. Co-Operative banks

We would like to mention that NPCI has constituted an eminent and independent Panel of Jury for building the framework for the awards and monitoring the evaluation process. NPCI has also engaged external consultants to validate the data being considered for evaluating the banks.

From this year onwards, the title of the awards is being changed from 'NFS Operational Excellence Awards' to '**National Payments Excellence Awards**'. Few changes have been incorporated in the overall framework for assessing members' performance in NFS as advised by the Panel of Jury. Given below are the main points with respect to the 'National Payments Excellence Awards 2014'.

- a) **Member Bank Classification:** For this year's awards, members have been classified into three categories, as follows:-
1. **Large banks** - Banks which have more than or equal to 2000 ATMs.
 2. **Mid-sized banks** - Banks which have ATMs in the range of 500 to 2000.
 3. **Small banks** - Banks which have less than 500 ATMs (minimum of 50 ATMs).

The top two performers in each of the above mentioned categories will be the 'Winner' and 'Runner Up'.

- b) **Eligibility criteria:** The bank must be a direct member and should be live in NFS as on 1st May 2014.
- c) **Assessment Period:** The assessment period for 2014 awards will be from 1st May 2014 to 31st Oct 2014.
- d) **Parameters:** Following parameters will be considered for assessing the Winners and Runner Up in each of the aforementioned categories:
- i. **Banks Acquiring Volume in NFS** (Current year volume during the assessment period i.e. May – October 2014 and the growth rate over the corresponding period of the previous year)

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- ii. Banks Issuing Volume in NFS (Current year volume during the assessment period i.e. May – October 2014 and the growth rate over the corresponding period of the previous year)
- iii. Banks Business Decline Volume in NFS as an Issuer (Current year volume during the assessment period i.e. May – October 2014 and the improvement over the corresponding period of the previous year)
- iv. Banks Technical Decline Volume in NFS as an Issuer (excluding full reversals) (Current year volume during the assessment period i.e. May – October 2014 and the improvement over the corresponding period of the previous year)
- v. Banks Chargeback Ratio in NFS as an Issuer (Current year volume during the assessment period i.e. May – October 2014 and the improvement over the corresponding period of the previous year)
- vi. Banks enrollment for the new Value Added Services in NFS
- vii. Deployment of ATMs in Rural parts of the country (as per RBI classification)
- viii. Innovation on ATMs – Detailed note should be submitted by banks to NPCI before 31st October 2014. The note should detail the innovations made by the bank resulting into new offering/service at the ATM or increase in efficiency of ATM operations.

Each of the above mentioned parameters will have statistically arrived weightage based on the level of importance of the parameters in overall efficiency. The sum total of the score will determine the Winners and Runner Up in each category.

A separate category will be introduced to recognize the performance of the sub-member banks in the NFS network.

Please note that the decision of NPCI and the Panel of Jury will be final and binding and no correspondence will be entertained in this matter.

The trophies for the 'National Payments Excellence Awards' will be awarded to Winners and Runners Up in the NFS User Group Meeting of December 2014.

Thanking you and we look forward to your active participation in the National Payments Excellence Awards, 2014.

Yours faithfully,

Dilip Asbe
Chief Operating Officer