

NPCI /Operations/ OC. NO: 168

2nd June 2015

To,

All participants of NFS, IMPS, CTS & NACH

Dear Sir/Madam,

Sub: National Payments Excellence Awards – 2015

We are pleased to announce that the parameters for **National Payments Excellence Awards – 2015** have been finalized by the Jury. As you are aware, these Awards are given to inculcate a spirit of competition and to recognize the exceptional performance of Members on the various NPCI products, such as, NFS, IMPS, CTS and NACH.

We would like to mention that NPCI has assigned the task of building the framework for the awards to a reputed professional consultancy firm under the guidance of independent Jury and the entire process of data validation will be carried out by a separate professional audit firm of international repute. The entire process of finalization of various business/operational parameters, grouping of banks, etc. has been finalized by the independent Jury.


The Winners and Runners Up shall be recognized and felicitated with Awards in the User Group Meeting to be held in the month of December 2015.

Given below are some important points with respect to the 'National Payments Excellence Awards - 2015' for all the four NPCI products viz. NFS, IMPS, CTS & NACH.

Unlike in the past, this year, banks have been classified under the same group for all the four products. Banks have been grouped based on the business mix of Deposits and Loans & Advances as of March 2014.

CATEGORIES:

- a. **Commercial banks** – Public Sector, Private Sector and Foreign Banks have been considered in this category. Banks have been classified into three categories based on the size of the business mix of deposit and loans & advances, as follows:
 - *Large banks – (Deposits + Loans & Advances > 4 lakh crores)*
 - *Mid-sized banks – (Deposits + Loans & Advances => 1.50 lakh crores and <= 4 lakh crores)*
 - *Small banks - (Deposits + Loans & Advances < 1.50 lakh crores)*
- b. **Co-operative banks**
- c. **Regional Rural banks**
- d. **White Label ATM Operators (WLAOs) – only for NFS**
- e. **Prepaid Payment Instruments issuers (PPIs) – only for IMPS**


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The eligible participants and grouping of commercial banks is given in **Annexure "A"**.

ELIGIBILITY CRITERIA:

The participant must be a member (direct or sub-member) and should be live on the respective product as on 1st December 2014.

ASSESSMENT PERIOD:

The assessment period for 2015 awards will be from December 2014 to October 2015.

PARAMETERS:

The parameters for determining the Winner and Runner Up in each of above-mentioned categories are given in the Annexures attached herewith, as follows:

Annexure "B" - NFS

Annexure "C" - IMPS

Annexure "D" - CTS

Annexure "E" – NACH

The sum total of the score in various parameters in each of the categories will determine the Winner and Runner up in the respective categories and sub-group (wherever applicable). Product-wise-category-wise list of Awards is given in **Annexure "F"**.

Please note that the Jury may not consider recognizing Winners/Runners Up for any one or more of the categories if, in the opinion of the Jury, the volume and/or efficiency ratio is too low and/or negligible to be recognized for an Award in such category/ies. Please note importantly that the decision of NPCI and of the Jury will be final and binding. No correspondence whatsoever will be entertained in this regard.

Thanking you and looking forward to your active participation in the **National Payments Excellence Awards - 2015**.

Yours faithfully,


Dilip Asbe
COO



Commercial Banks grouping

Category Name	Awards	List of Banks
Large banks	1. Winner 2. Runner Up	Axis Bank
		Bank Of Baroda
		Bank Of India
		Canara Bank
		Central Bank Of India
		HDFC Bank
		ICICI Bank
		IDBI Bank
		Indian Overseas Bank
		Punjab National Bank
		State Bank Of India
		Union Bank Of India
Mid-sized banks	1. Winner 2. Runner Up	Allahabad Bank
		Andhra Bank
		Bank Of Maharashtra
		Corporation Bank
		Dena Bank
		Indian Bank
		Oriental Bank Of Commerce
		State Bank Of Hyderabad
		State Bank Of Patiala
		State Bank Of Travancore
		Syndicate Bank
		UCO Bank
		United Bank Of India
		Vijaya Bank



Annexure A- continued

Category Name	Awards	List of Banks
Small banks	<ol style="list-style-type: none"> 1. Winner 2. Runner Up 	Bank Of America
		Bank Of Bahrain & Kuwait
		Bank Of Ceylon
		Bank Of Nova Scotia
		Bank Of Tokyo Mitsubishi
		Barclays Bank Plc
		BNP Paribas
		Catholic Syrian Bank
		Citibank N.A.
		City Union Bank
		Credit Agricole Corporate And Investment Bank
		DBS Bank
		Deutsche Bank
		Development Credit Bank
		Dhanalakshmi Bank
		Dmk Jaoli Bank
		Federal Bank
		First Rand Bank
		Hong Kong & Shanghai Banking Corporation
		HSBC Bank Oman S A O G
		IndusInd Bank
		Ing Vysya Bank
		J.P.Morgan Chase Bank N.A
		Jammu And Kashmir Bank
		Karnataka Bank
		Karur Vysya Bank
		Kotak Mahindra Bank
		Lakshmi Vilas Bank
		Mashreq Bank
		Mizuho Bank
		Punjab & Sind Bank
		Ratnakar Bank
		Royal Bank Of Scotland
		Shinhan Bank
		Societe Generale
		Sonal Bank Limited
		South Indian Bank
		Standard Chartered Bank
		State Bank Of Bikaner & Jaipur
		State Bank Of Mauritius
State Bank Of Mysore		
Sumitomo Mitsui Banking Corporation		
Tamilnad Mercantile Bank		
Woori Bank		
Yes Bank		



Annexure A- continued ...

Category	Awards	Remarks
Co-operative Banks	1.Winner 2.Runner Up	All co-operative banks live on the network as on 1 st December 2014. (For all four products)
Regional Rural Banks	1.Winner 2.Runner Up	All RRBs live on the network as on 1 st December 2014.(For all four products)
White Label ATM Operators	1.Winner 2.Runner Up	All WLAOs live on the NFS network from 1 st December 2014. (Only for NFS)
Prepaid Payment Instruments issuers (PPIs)	1.Winner 2.Runner Up	All PPIs live on the IMPS network from 1 st December 2014. (Only for IMPS)



Annexure B

Parameters – NFS

Sr. No	Parameter	Details	Period
1	Approved Acquiring Volume Growth %	Growth of approved acquiring volume of current year over the corresponding period of last year. Higher the growth %, better the score.	Current year – Dec 2014 to Oct – 2015 Previous year – Dec 2013 – Oct 2014
2	Approved Acquiring Volume Contribution %	Bank's contribution to the total approved acquiring volume within its category or group, as applicable. Higher the contribution, better the score.	Dec 2014 – Oct 2015
3	Approved Issuing Volume Growth %	Growth of approved issuing volume of current year over the corresponding period of last year. Higher the growth %, better the score.	Current year – Dec 2014 to Oct – 2015 Previous year – Dec 2013 – Oct 2014
4	Approved Issuing Volume Contribution %	Bank's contribution to the total approved issuing volume within its category or group, as applicable. Higher the contribution, better the score.	Dec 2014 – Oct 2015
5	Business Decline Ratio as an Issuer	Ratio of Business Decline count to the total volume. Lower the BD Ratio, better the score.	Dec 2014 – Oct 2015
6	Technical Decline Ratio as an Issuer (excluding full reversals)	Ratio of net technical decline count to the total issuing volume (Net TD = Gross TD- FR- Decline due to NPCI downtime). Lower the Net TD Ratio, better the score.	Dec 2014 – Oct 2015
7	Chargeback Ratio as an Acquirer	Net chargeback received as an acquirer to the total acquiring volume. (Net Chargeback = Chargeback received – Representment raised) Lower the Net CB Ratio, better the score.	Dec 2014 – Oct 2015
8	Deployment of ATMs in rural areas (As per RBI Statistics on Region wise ATMs as on June 2015)	ATMs deployed in rural areas as on June 2015. Higher the % of rural ATMs, better the score.	As of June 2015
9	Growth % of ATMs deployed in rural areas	Growth of ATM deployed as per RBI Statistics on Region wise ATMs reported in June 2015 as compared to June 2014.	As of June 2015 As of June 2014
10	Value Added Services ,Innovative, Marketing Initiatives in ATM Eco-system	Banks enrollment on new VAS and Innovative solutions on ATM for the end user.	Dec 2014 – Oct 2015

Note: For White Label ATM Operators, Sr.No 3, 4, 5 and 6 above will not be applicable.



Annexure C

Parameters - IMPS

Sr. No	Parameter	Details	Period
1	Remitter Volume Contribution %	Banks approved volume as Remitter within its group or category, as applicable. Higher the contribution, better the score.	Dec 2014 – Oct 2015
2	Remitter Volume Growth%	Growth of approved remitter volume of current year over the corresponding period of last year. Higher the growth %, better the score.	Current year – Dec 2014 to Oct – 2015 Previous year– Dec 2013 – Oct 2014
3	Beneficiary Volume Contribution %	Banks approved volume as Beneficiary within its group or category, as applicable. Higher the contribution, better the score.	Dec 2014 – Oct 2015
4	Business Decline Ratio	Ratio of Business Decline to the total volume. Lower the ratio, better the score.	Dec 2014 – Oct 2015
5	Technical Decline Ratio	Ratio of Technical Decline to the total volume. Lower the ratio, better the score.	Dec 2014 – Oct 2015
6	Deemed Approved Transactions Ratio	Ratio of timed out transactions to the total volume as beneficiary. Lower the ratio, better the score.	Dec 2014 – Oct 2015
7	Innovative Initiatives, Marketing etc.	Innovative measures initiated by Bank on mobile payments	Dec 2014 – Oct 2015
8	Participation in NPCI Initiatives, channels etc	Banks participation in NPCI initiatives, IMPS through various channels, etc.	Dec 2014 – Oct 2015

Note: For Pre-paid Payment Instrument Issuers (PPIs) Sr.No 3, 4, 5 and 6 above will not be applicable.



Annexure D

Parameters - CTS

Sr. No	Parameter	Details	Period
1	Presentation Volume	Total outward volume of the bank. Higher the volume, better the score.	Dec 14 to Oct 15
2	Inward Volume	Total inward volume of the bank. Higher the volume, better the score.	Dec 14 to Oct 15
3	Image Quality Assessment failure %	Ratio of IQA failure count to the total volume. Lower the level of IQA failure, better the score.	Dec 14 to Oct 15
4	P2F complaints	Total complaints lodged against the defaulting banks. Lower the numbers, better the score.	Dec 14 to Oct 15
5	Other Reasons	Ratio of count of explanation provided for "other reasons" with total return for "other reasons". Higher the quality of input data, better the score.	Dec 14 to Oct 15
6	Payee Name Count	Ratio of count of valid payee name to the total presentation volume of the respective bank. Higher the ratio, better the score.	Dec 14 to Oct 15
7	No. of extensions	Number of extensions obtained by Bank. Lesser the no.extensions obtained, better the score.	Dec 14 to Oct 15
8	Non CTS Cheque usage	Non CTS cheque volume to the total Inward volume. Lesser the inward volume of Non CTS cheques, better the score.	Dec 14 to Oct 15
9	Returns %	No.of instruments returned during the period to the total inward volume. Lower the level of the return percentage, better the score.	Dec 14 to Oct 15
10	Innovative Initiatives & participation in NPCI initiatives	Bank's participation in NPCI initiatives and innovation introduced by bank.	Dec 14 to Oct 15



Annexure E

Parameters - NACH

Sr. No	Parameter	Details	Period
1	Outward Volume	Total volume as sponsor bank. Higher the volume, better the score.	Dec 14 to Oct 15
2	Inward Volume	Total volume as destination bank. Higher the volume, better the score.	Dec 14 to Oct 15
3	Return Transactions %	No. of failed transactions as destination bank. Lower the level of the return percentage, better the score.	Dec 14 to Oct 15
4	Mapper Seeding	Seeding of Aadhaar numbers to the bank account for Aadhaar transactions processing. Higher the seeding of the Aadhaar number, better the score.	Dec 14 to Oct 15
5	Extensions	No. of extensions obtained during the review period for processing of inward transactions. Lesser the no. of extensions obtained, higher the score.	Dec 14 to Oct 15
6	Dispute Processing TAT	Processing the disputes within TAT	Dec 14 to Oct 15
7	AV/OAC Files TAT	Processing of Account Validation/ Old Account Confirmation files with in TAT.	Dec 14 to Oct 15
8	Deemed Files	Percentage of deemed transactions to the total inward received for the period.	Dec 14 to Oct 15
9	Mandate TAT	Processing of mandates with in TAT. Lower the TAT, higher the points.	Dec 14 to Oct 15
10	Host to Host (H2H) Implementation	Implemented H2H solution or Not Implemented	Dec 14 to Oct 15
11	Innovation, e-mandate ,etc.	Innovative initiatives introduced by bank	Dec 14 to Oct 15

Note: For DBTL, only Aadhaar based Inward transactions will be reckoned.



Awards Category

Classification	Category	Awards Title	Products
Commercial Banks	- Large Banks - Mid-Sized Banks - Small Banks	Winner Runner Up	All products - NFS, IMPS , CTS & NACH (separate awards will be given for each product)
Co-operative Banks	-	Winner Runner Up	All products - NFS, IMPS , CTS & NACH (separate awards will be given for each product)
Regional Rural Banks	-	Winner Runner Up	All products - NFS, IMPS , CTS & NACH (separate awards will be given for each product)
White Label ATM Operators	-	Winner Runner Up	Only for NFS
Pre-paid Payment Instruments	-	Winner Runner up	Only for IMPS

