

NPCI /NFS/ OC NO. 258/2017-18

July 20, 2017

To,

**All participants of NFS, RuPay, (IMPS+UPI+BHIM+USSD), CTS, NACH & AePS**

Dear Sir/Madam,

**Sub: National Payments Excellence Awards – 2017**

We are pleased to announce about the **National Payments Excellence Awards, 2017** to recognize the exceptional performance of Members on the various NPCI products, such as, NFS, RuPay, Instant Payment Products (IMPS+UPI+BHIM+USSD), CTS, NACH & AePS.

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 reputed professional audit firm. The entire process of finalization of various business/operational parameters, grouping of banks, etc. has been finalized by the Jury.

The Winners / Runners Up shall be recognized and felicitated with Awards in the User Group Meeting to be held in the month of March 2018.

Given below are some important points with respect to the 'National Payments Excellence Awards - 2017' for all the six NPCI products viz. NFS, RuPay, Instant Payment Products (IMPS+UPI+BHIM+USSD), CTS, NACH & AePS.

Banks have been classified under the same group for all the six products. Banks have been grouped based on the business mix of Deposits and Loans & Advances as of March 2016.

**Grouping of Banks:**

- 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 domestic business mix of deposit and loans & advances, as follows:
  - *Category A – ( Deposits + Loans & Advances > 4 lakh crores )*
  - *Category B – ( Deposits + Loans & Advances => 1.50 lakh crores and <= 4 lakh crores)*
  - *Category C - ( Deposits + Loans & Advances < 1.50 lakh crores )*
- b. **Co-operative banks**
- c. **Regional Rural banks**
- d. **Payment Banks & Small Finance Banks**
- e. **NBFCs**
- f. **White Label ATM Operators (WLAOs) – only for NFS**
- g. **Prepaid Payment Instruments issuers (PPIs) – only for IMPS**
- h. **Merchants**

The 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 1<sup>st</sup> January 2017.

**ASSESSMENT PERIOD:**

The assessment period data collation for 2017 awards will be from January 2017 to December 2017.

**PARAMETERS:**

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

- Annexure "B" – NFS
- Annexure "C" – RUPAY
- Annexure "D" - Instant Payment Products (IMPS+UPI+BHIM+USSD)
- Annexure "E" - CTS
- Annexure "F" – NACH
- Annexure "G" – AePS

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

Please note that the Jury may not consider recognizing Winners/Runners Up for any one or more of the groups 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 groups. The Jury may also recommend a minimum threshold volume for any Product/s so as to be eligible to be considered for Award/s for such Product/s. If the volumes of banks in a particular group does not meet the threshold level, in such case, the Jury may recommend consolidation of points for more than one Product so as to determine Winners for such Products.

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 - 2017**.

Yours faithfully,

  
Dilip Asbe  
Chief Operating Officer

Encl. a/a

**Annexure A**

**Commercial Banks grouping**

Group Name	List of Banks (in alphabetical order)
Category A	1. AXIS BANK
	2. BANK OF BARODA
	3. BANK OF INDIA
	4. CANARA BANK
	5. CENTRAL BANK OF INDIA
	6. HDFC BANK
	7. ICICI BANK
	8. IDBI BANK
	9. SYNDICATE BANK
	10. PUNJAB NATIONAL BANK
	11. STATE BANK OF INDIA
	12. UNION BANK OF INDIA
Category B	1. ALLAHABAD BANK
	2. ANDHRA BANK
	3. BANK OF MAHARASHTRA
	4. CORPORATION BANK
	5. CITIBANK
	6. DENA BANK
	7. INDIAN BANK
	8. INDIAN OVERSEAS BANK
	9. INDUSIND BANK
	10. KOTAK MAHINDRA BANK
	11. ORIENTAL BANK OF COMMERCE
	12. PUNJAB & SIND BANK
	13. UCO BANK
	14. UNITED BANK OF INDIA
15. VIJAYA BANK	
16. YES BANK	





**Annexure A- continued .....**

Group Name	List of Banks (in alphabetical order)
Category C	1. ABU DHABI COMMERCIAL BANK
	2. BANDHAN BANK
	3. BANK OF AMERICA
	4. BANK OF BAHRAIN & KUWAIT
	5. BANK OF CEYLON
	6. BANK OF TOKYO MITSUBISHI UFJ
	7. BARCLAYS BANK PLC
	8. BNP PARIBAS
	9. CATHOLIC SYRIAN BANK
	10. CITY UNION BANK
	11. Credit Agricole Corporate & Investment Bank
	12. DBS Bank
	13. DCB BANK
	14. DEUTSCHE BANK AG
	15. DHANLAXMI BANK
	16. Doha Bank QSC
	17. FEDERAL BANK
	18. FirstRand Bank
	19. HSBC
	20. HSBC BANK OMAN SAOG
	21. IDFC Bank
	22. J.P.MORGAN CHASE BANK N.A
	23. JAMMU AND KASHMIR BANK
	24. Karnataka Bank
	25. KARUR VYSA BANK
	26. KEB Hana Bank
	27. LAKSHMI VILAS BANK
	28. MASHREQ BANK
	29. Mizuho Bank
	30. NAINITAL BANK
	31. RABOBANK INTERNATIONAL
	32. RBL Bank
	33. ROYAL BANK OF SCOTLAND
	34. SHINHAN BANK
	35. SOCIETE GENERALE
	36. SONALI BANK
	37. SOUTH INDIAN BANK
	38. STANDARD CHARTERED BANK
	39. STATE BANK OF MAURITIUS
	40. Sumitomo Mitsui Banking Corporation
	41. TAMILNAD MERCANTILE BANK
	42. THE BANK OF NOVA SCOTIA
	43. Woori Bank



**Annexure A- continued .....**

Category	Remarks
Co-operative Banks	All co-operative banks live on the network as on 1 <sup>st</sup> Jan 2017. (For Five products, except AePS)
Regional Rural Banks	All RRBs live on the network as on 1 <sup>st</sup> Jan 2017. (For all six products).
Payment Banks & Small Finance Banks	All Payment Banks & Small Finance Banks live on the network as on 1 <sup>st</sup> Jan 2017. (For NFS / IMPS)
NBFC	All NBFC live on the network as on 1 <sup>st</sup> Jan 2017. (For AePS)
White Label ATM Operators	All WLAOs live on the NFS network as on 1 <sup>st</sup> Jan 2017.
Prepaid Payment Instruments issuers (PPIs)	All PPIs live on the IMPS network as on 1 <sup>st</sup> Jan 2017.
Merchant PoS	All PoS Merchants.
Merchant eCOM	All eCOM Merchants.



**Annexure B****Parameters - NFS**

Sr. No	Parameter	Details	Period
1	<b>Approved Acquiring Volume Growth %</b>	Growth of approved acquiring volume as compared to last year. Higher the Growth %, better the score.	Current year – Jan 2017 - Dec – 2017 Last year – Jan 2016 - Dec – 2016
2	Approved Acquiring Volume Contribution %	Bank's contribution to the total approved acquiring volume within its category. Higher the contribution, better the score.	Jan 2017 - Dec – 2017
3	<b>Approved Issuing Volume Growth %</b>	Growth of approved issuing volume of current year over the corresponding period of last year. Higher the growth %, better the score.	Current year – Jan 2017 - Dec – 2017 Last year – Jan 2016 - Dec – 2016
4	Approved Issuing Volume Contribution %	Bank's contribution to the total approved issuing volume contribution within its category. Higher the contribution, better the score.	Jan 2017 - Dec – 2017
5	<b>Business Decline Ratio as an Issuer</b>	Ratio of Business Decline count to the total volume. Lower the BD ratio, better the score.	Jan 2017 - Dec – 2017
6	<b>Net Technical Decline Ratio as an Issuer (excluding full reversals (RC28), Invalid Message (RC18) &amp; Timeouts (RC50)etc.)</b>	Ratio of net technical decline count to the total issuing volume. (Net TD = Gross TD – (Timeout[RC50] + Invalid message[RC18] + FR + decline due to NPCI downtime))	Jan 2017 - Dec – 2017
7	<b>Net Chargeback Ratio as an Acquirer.</b>	Ratio of net chargeback received as an acquirer to the total acquiring volume. (Net CB = Total CB -Representments).	Jan 2017 - Dec – 2017

*Note: For white Label ATM operators, Sr. No 3, 4, 5 and 6 above will not be applicable.*

*Important parameters are highlighted with Bold & Grey Band*





**Annexure C**

**PARAMETERS – RUPAY**

**Note: For Sr. No.1, 2 and 3, the count reported by banks by 21<sup>st</sup> Dec 2017 will be taken into account.**

S.N	Parameter	Details	Period
1	<b>RuPay Platinum card issued count as per MCPR</b>	<b>Higher the card issuance count within its category, better the score</b>	<b>As of Dec' 17</b>
2	RuPay classic card issued count as per MCPR	Higher the Card issuance count within its category, better the score.	As of Dec' 17
3	RuPay PMJDY card issued count as per MCPR	Higher the Card issuance count within its category under PMJDY category, better the score.	As of Dec' 17
4	<b>RuPay Approved Issuer Volume Contribution % - (NFS, POS, ECOM)</b>	<b>Approved issuing volume contribution% in the category. Higher the volume contribution, better the score.</b>	<b>Jan'17 - Dec'17</b>
5	<b>RuPay Approved Acquiring volume contribution% - POS &amp; ECOM</b>	<b>Approved acquiring volume contribution% in the category. Higher the volume contribution, better the score.</b>	<b>Jan'17 - Dec'17</b>
6	RuPay Approved volume on NFS ATM network vis a vis other card schemes	Contribution of RuPay approved issuing volume on NFS ATM network of your bank. Higher the % share, better the score.	Jan'17 - Dec'17
7	<b>Business decline ratio as an issuer- (POS &amp; ECOM)</b>	<b>Ratio of BD count to the total volume. Lower the BD ratio, better the score.</b>	<b>Jan'17 - Dec'17</b>
8	<b>Technical decline ratio as an issuer (POS &amp; ECOM)</b>	<b>Ratio of TD count (excluding decline due to NPCI downtime) to the total volume.</b>	<b>Jan'17 - Dec'17</b>
9	<b>eCOM Chargeback % as an Acquirer</b>	<b>Ratio of Net eCOM chargeback to total eCom acquiring volume. Lower the Net CB ratio, better the score.(Net CB = Gross CB – Representments)</b>	<b>Jan'17 - Dec'17</b>
10	<b>POS Chargeback % as an Acquirer</b>	<b>Ratio of Net POS chargeback to total POS acquiring volume. Lower the net CB ratio, better the score. (Net CB = Gross CB – Representation)</b>	<b>Jan'17 - Dec'17</b>
11	Innovation, marketing initiatives, etc.	Bank's participation in NPCI initiatives and innovation introduced by bank.	Jan'17 - Dec'17

**Important parameters are highlighted in Bold & Grey Band**



**Annexure D**

**Parameters – Instant Payment Products (IMPS+UPI+BHIM+USSD)**

Sr. No	Products	Parameter	Details	Period
1	IMPS	Remitter Volume Growth %	Banks approved volume growth % as Remitter as compared to last year. Higher the growth %, better the score.	<b>Current year – Jan 2017 - Dec – 2017</b> <b>Last year – Jan 2016 - Dec – 2016</b>
2	<b>IMPS/UPI/BHIM/USSD</b>	<b>Remitter Bank Approved Volume Contribution %</b>	<b>Banks Remitter volume Contribution % for current year within its category. Higher the contribution %, better the score.</b>	<b>Jan'17 - Dec'17</b>
3	<b>IMPS/UPI/BHIM/USSD</b>	<b>Beneficiary Approved Volume Contribution %</b>	<b>Banks approved volume contribution % as Beneficiary within its category. Higher the contribution %, better the score.</b>	<b>Jan'17 - Dec'17</b>
4	UPI/BHIM/USSD	Business Decline Ratio as Remitter.	Ratio of Business Decline to the total volume. Lower the ratio, better the score.	Jan'17 - Dec'17
5	IMPS/UPI/BHIM/USSD	Business Decline Ratio as Beneficiary.	Ratio of Business Decline to the total volume. Lower the ratio, better the score.	Jan'17 - Dec'17
6	UPI/BHIM/USSD	Technical Decline Ratio as Remitter.	Ratio of Technical Decline to the total volume. Lower the ratio, better the score.	Jan'17 - Dec'17
7	<b>IMPS/UPI/BHIM/USSD</b>	<b>Technical Decline Ratio as Beneficiary.</b>	<b>Ratio of Technical Decline to the total volume. Lower the ratio, better the score.</b>	<b>Jan'17 - Dec'17</b>
8	<b>IMPS/UPI/BHIM/USSD</b>	<b>Deemed Approved (DA) Ratio</b>	<b>Ratio of DA transactions to the total volume as beneficiary. Lower the ratio, better the score.</b>	<b>Jan'17 - Dec'17</b>
9	UPI	Payer PSP Remitter Volume Contribution %	Approved Volume contribution % as Payer PSP within its category. Higher the contribution, better the score.	Jan'17 - Dec'17
10	UPI	Payee PSP Volume contribution % for Merchant Transaction	Approved volume contribution % for Merchant transaction as Payee PSP within its category. Higher the contribution, better the score.	Jan'17 - Dec'17
11	UPI	Business Decline – Receiving PSP	Ratio of Business Decline to total volume as Receiving PSP. Lower the ratio, better the score.	Jan'17 - Dec'17
12	UPI	Technical Decline – Receiving PSP	Ratio of Technical Decline to total volume as Receiving PSP. Lower the ratio, better the score.	Jan'17 - Dec'17

**Note: 1. For Pre-paid payment instrument issuers (PPIs), Sr.No 1 and 2 above will be applicable.**  
**2. Important parameters are highlighted with Bold & Grey Band**





Annexure E

Parameters - CTS

Sr. No	Parameter	Details	Period
1	<b>Presentation Volume %</b>	<b>Total outward volume of the bank within its category. Higher the volume, better the score.</b>	<b>Jan'17 - Dec'17</b>
2	<b>Inward Volume %</b>	<b>Total Inward volume of the bank within its category. Higher the volume, better the score.</b>	<b>Jan'17 - Dec'17</b>
3	<b>Image Quality Assessment failure %</b>	<b>Ratio of IQA failure count to the total volume. Lower the level of IQA failure, better the score.</b>	<b>Jan'17 - Dec'17</b>
4	<b>P2F complaints</b>	<b>Ratio of P2F complaints to the total presentation volume. Lower the numbers, better the score.</b>	<b>Jan'17 - Dec'17</b>
5	<b>Non CTS Cheque usage</b>	<b>Non CTS cheque volume to the total inward volume. Lesser the inward volume of Non CTS cheques, better the score.</b>	<b>Jan'17 - Dec'17</b>
6	<b>Returns %</b>	<b>No. of instruments returned during the period to the total inward volume. Lower the level of the return percentage, better the score.</b>	<b>Jan'17 - Dec'17</b>
7	<b>Innovative Initiatives &amp; participation in NPCI initiatives</b>	<b>Bank's participation in NPCI initiatives and innovation introduced by bank.</b>	<b>As on Dec 2017</b>

**Important parameters are highlighted with Bold & Grey Band**



**Annexure F**

**Parameters - NACH**

Sr. No	Parameter	Details	Period
1	<b>Outward Volume Contribution %*</b>	<b>Total outward volume contribution within its category as sponsor bank. Higher the volume contribution %, better the score.</b>	<b>Jan'17 - Dec'17</b>
2	Outward Volume growth %*	Growth of Outward volume as sponsor bank as compared to last year. Higher the Growth %, better the score.	Current year – Jan 2017 - Dec – 2017 Last year – Jan 2016 - Dec – 2016
3	<b>Inward Volume</b>	<b>Total Inward Volume contribution % within its category, as destination bank. Higher the contribution %, better the score.</b>	<b>Jan'17 - Dec'17</b>
4	Return Transactions %	No. of returned transactions % as compared to total transactions received as destination bank. Lower the level of the return percentage, better the score.	<b>Jan'17 - Dec'17</b>
5	Mapper Seeding Contribution %	Seeding of Aadhaar numbers contribution % to the bank account within the category, in NPCI mapper. Higher the seeding of the Aadhaar number, better the score.	<b>Jan'17 - Dec'17</b>
6	Extensions	No. of extensions obtained during the review period for processing of inward transactions within the category. Lesser the no. of extensions obtained, higher the score.	<b>Jan'17 - Dec'17</b>
7	Deemed Files %	% of deemed acceptance count to the total inward received for the period. Lesser the deemed acceptance, the better.	<b>Jan'17 - Dec'17</b>
8	<b>Mandate TAT %</b>	<b>Processing of mandates within the TAT by destination bank. Lower the TAT %, higher the score.</b>	<b>Jan'17 - Dec'17</b>
9	Number of Mandates registered	Count of Mandates registered by the Sponsor bank within the category. Higher the count, better the score.	<b>Jan'17 - Dec'17</b>
10	Mandate Growth %	Growth of Mandates registered by the Sponsor bank as compared to last year. Higher the growth %, better the score.	Current year – Jan 2017 - Dec – 2017 Last year – Jan 2016 - Dec – 2016
11	Innovation	Innovative initiatives introduced by bank relating to NACH.	As on Dec'17

*\* For DBTL (1 above), only Aadhaar based inward transactions will be reckoned. Outward volume of DBTL will not be reckoned.*

*\*For Growth of credit outward volume (2 above), the normal credit transactions will be considered [i.e. DBT, DBTL and Salary & Pension will be excluded for growth]*

**Important parameters are highlighted with Bold & Grey Band**





**Annexure G**

**Parameters - AePS**

Sr. No	Parameter	Details	Period
1	ONUS Volume of approved transactions contribution %	Higher the volume contribution % of transactions within the category, better the score.	Jan'17 - Dec'17
2	OFFUS approved transactions volume contribution % as an Acquirer	Higher the volume contribution % of transactions within the category, better the score.	Jan'17 - Dec'17
3	OFFUS approved transactions volume as an Issuer	Higher the volume of transactions within the category, better the score.	Jan'17 - Dec'17
4	OFFUS approval ratio as an Issuer to the total transactions	Higher the approval ratio, better the score.	Jan'17 - Dec'17
5	<b>Technical Decline Ratio as an Issuer to the total transactions</b>	Ratio of technical decline as an Issuer to the total volume. Lower the TD ratio, better the score	Jan'17 - Dec'17
6	<b>Business Decline Ratio as an Acquirer to the total transactions</b>	Ratio of business decline as an Acquirer to the total volume. Lower the BD ratio, better the score	Jan'17 - Dec'17
7	<b>Technical Decline Ratio as an Acquirer to the total transactions</b>	Ratio of technical decline as an Acquirer to the total volume. Lower the TD ratio, better the score	Jan'17 - Dec'17
8	Micro ATMs deployed	Higher the number of transacted micro ATMs, better the score	Jan'17 - Dec'17

**Important parameters are highlighted with Bold & Grey Band**





**Annexure H**

**Awards Category**

Classification	Category	Awards Title	Product
Commercial Banks	- Category A	1.Winner 2. Runner Up	All products - NFS, RuPay, Instant Payment Products, CTS, NACH & AePS. (Separate awards will be given for each product).
	- Category B	1.Winner	All products - NFS, RuPay, Instant Payment Products, CTS, NACH & AePS. (Awards will be given for each product, based on substantial volume contribution.)
	- Category C	1.Winner	All products - NFS, RuPay, Instant Payment Products, CTS, NACH & AePS. (Awards will be given for each product, based on substantial volume contribution). For CTS, Winners to be considered only if volumes are high.
Co-operative Banks	-	1. Winner	Products - NFS, RuPay, Instant Payment Products, CTS & NACH (Awards will be given for each product based on substantial volume contribution). Where volumes are not sufficient, 2 or more products may be clubbed to identify the Winner.
Regional Rural Banks	-	1. Winner	Products - NFS, RuPay, Instant Payment Products, CTS & NACH. (Awards will be given for each product based on substantial volume contribution). Where volumes are not sufficient, 2 or more products can be clubbed to identify the winners.
Payment Banks & Small Finance Banks	-	1.Winner	Either NFS or IMPS or Both. (Awards will be given for a product only if substantial volume contribution is found).
NBFC	-	1.Winner	Only AePS.



White Label ATM Operators	-	1. Winner	Only for NFS. भारतीय राष्ट्रीय भुगतान निगम NATIONAL PAYMENTS CORPORATION OF INDIA
Pre-paid Payment Instruments	-	1. Winner	Only for IMPS.
PoS Merchant		1. Winner	Only for RuPay
eCOM Merchant		1. Winner	Only for RuPay

