

NPCI/2019-20/NFS/OC 352

22nd Oct, 2019

To,
NPCI member banks

Madam / Dear Sir,

Subject: Scheduling of maintenance and DR-drill activities

NPCI products (viz. NFS, IMPS, RUPAY (PoS and e-Com), AEPS, UPI) have seen significant growth in number of transactions in the recent months. While the surge in the number of digital transactions is gratifying, the benefit of the surge in volumes will be realised only when the transaction is successful. It has been observed that few Banks are undertaking scheduled maintenance activities during peak hours due to which inconvenience is caused to the customers.

In order to ensure highest standards of customer service, member banks are therefore advised as under:

- 1) Maintenance activities - Software patches released by the switch vendor/s must be rigorously tested in the test environment before applying to the production system. Bank should provide at least 2-3 days prior intimation for all scheduled activities related to switch, CBS, middleware etc. which require downtime. Further, these activities should be carried out only during the non-peak hours i.e. between 00:00 Hrs. to 06:00 Hrs. preferably in the 2nd and 3rd week of the month and also avoid such activities during festive season. This will help to avoid customer dissatisfaction and non-availability of services during peak hours.
- 2) DR-drill activity - plan should be shared with NPCI helpdesk team at least a week in advance so that suitable arrangements can be made to provide online support. Also, Bank should provide proper IP and port details for carrying out such activities smoothly.

All members are requested to take a note of the above, and ensure to put in place proper processes as stated above to ensure compliance to NPCI guidelines.

Kindly disseminate the information contained herein to the officials concerned.

For any further clarification please contact the following officials-

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Yours faithfully,



Saiprasad Nabar
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