

NPCI/NFS/OC No. 382/2020-21

4<sup>th</sup> December, 2020

To,  
**All Members of NFS ATM Network**

Madam / Dear Sir,

**Sub: Adherence to NFS Operating and Settlement Guidelines (NFS-OSG)**

We refer to the NFS Operating and Settlement Guidelines (NFS-OSG) version 2.2 dated October 01, 2018, Section 2.6 – on conducting audit of NFS related systems. It also states that each member should conduct annual internal audits pertaining to systems and processes of itself and its processing agents to comply with NFS-OSG. Extract of Section 2.6 of NFS-OSG is given in Annexure A for reference.

During the last audit, RBI has advised NPCI to ensure compliance by member banks on conducting annual internal audit as mentioned in the NFS-OSG.

In view thereof, we request members to ensure that adherence to NFS-OSG is part of their annual internal audit scope. If it is not part of the annual internal audit scope presently, then members should ensure that it is included in the scope.

We request members to submit the confirmation in this regard at the earliest. Please refer the format given in Annexure B.

Please send the scanned copy of the confirmation letter through email to your Relationship Manager (RM) and to email IDs: [zeenal.rodrigues@npci.org.in](mailto:zeenal.rodrigues@npci.org.in) & [anand.iyer@npci.org.in](mailto:anand.iyer@npci.org.in)

For any queries, you may contact the following officials:

Name	e-mail ID	Mobile Number
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Yours sincerely,

  
Nalin Bansal

Head RuPay & NFS