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July 31, 2024

Aadhaar Enabled Payment System (AePS) – Due Diligence of Touchpoint Operators – Draft Directions

As part of enhancing the robustness of Aadhaar Enabled Payment System (AePS), it was announced in the [Statement on Developmental and Regulatory Policies dated February 08, 2024](#), that the onboarding process of AePS Touchpoint Operators will be streamlined. In recent times, there have been instances of frauds perpetuated through AePS due to identity theft or compromise of customer credentials. To protect bank customers from such frauds, and to maintain trust and confidence in the safety and security of the system, it has been considered necessary to enhance the robustness of AePS. Accordingly, the Reserve Bank of India today released the draft directions on [Due Diligence of AePS Touchpoint Operators](#).

Comments / feedback on the draft directions may be sent by [email](#) or by post to the Chief General Manager-in-Charge, Department of Payment and Settlement Systems, Reserve Bank of India, Central Office, 14th Floor, Shahid Bhagat Singh Marg, Mumbai-400001, on or before **August 31, 2024**.

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(Puneet Pancholy)
Chief General Manager