

**Payment System Indicators**

**PART I - Payment System Indicators - Payment & Settlement System Statistics**

|  | Volume (lakh)      |                  |                  |                  | Value (₹ crore)  |                 |                 |                 |
|--|--------------------|------------------|------------------|------------------|------------------|-----------------|-----------------|-----------------|
|  | FY 2020-21         | 2020             | 2021             | 2021             | FY 2020-21       | 2020            | 2021            | 2021            |
|  |                    | December         | November         | December         |                  | December        | November        | December        |
|  | 1                  | 2                | 3                | 4                | 1                | 2               | 3               | 4               |
| <b>A. Settlement Systems</b>                     |                    |                  |                  |                  |                  |                 |                 |                 |
| <b>Financial Market Infrastructures (FMIs)</b>   |                    |                  |                  |                  |                  |                 |                 |                 |
| 1 CCIL Operated Systems                          | 27.97              | 2.62             | 2.56             | 3.13             | 161943141        | 15757032        | 17364381        | 20703988        |
| 1.1 Govt. Securities Clearing                    | 11.55              | 1.00             | 0.97             | 1.10             | 110634315        | 10816866        | 12229072        | 14801512        |
| 1.1.1 Outright                                   | 6.28               | 0.51             | 0.46             | 0.48             | 10032187         | 772886          | 617831          | 651103          |
| 1.1.2 Repo                                       | 2.84               | 0.25             | 0.26             | 0.30             | 43751173         | 4089804         | 4273958         | 5075401         |
| 1.1.3 Tri-party Repo                             | 2.43               | 0.24             | 0.25             | 0.31             | 56850956         | 5954176         | 7337283         | 9075009         |
| 1.2 Forex Clearing                               | 16.04              | 1.58             | 1.53             | 1.96             | 48903961         | 4651382         | 4816873         | 5516604         |
| 1.3 Rupee Derivatives @                          | 0.38               | 0.04             | 0.06             | 0.07             | 2404865          | 288785          | 318437          | 385873          |
| <b>B. Payment Systems</b>                        |                    |                  |                  |                  |                  |                 |                 |                 |
| <b>I Financial Market Infrastructures (FMIs)</b> |                    |                  |                  |                  |                  |                 |                 |                 |
| 1 Credit Transfers - RTGS                        | 1591.92            | 163.48           | 172.14           | 192.78           | 105599849        | 10659120        | 10981778        | 12966991        |
| 1.1 Customer Transactions                        | 1573.47            | 161.72           | 170.95           | 191.50           | 91008367         | 9058136         | 9589985         | 11418233        |
| 1.2 Interbank Transactions                       | 18.45              | 1.75             | 1.19             | 1.29             | 14591482         | 1600984         | 1391793         | 1548758         |
| <b>II Retail</b>                                 |                    |                  |                  |                  |                  |                 |                 |                 |
| 2 Credit Transfers - Retail                      | 317867.74          | 31735.79         | 51855.52         | 56422.79         | 33504226         | 3393355         | 3552986         | 4076395         |
| 2.1 AePS (Fund Transfers) @                      | 11.31              | 1.03             | 0.62             | 0.65             | 623              | 61              | 35              | 36              |
| 2.2 APBS \$                                      | 14372.99           | 1018.90          | 1119.16          | 1082.20          | 111001           | 8180            | 9750            | 14987           |
| 2.3 IMPS   | 32783.47           | 3556.93          | 4120.29          | 4429.86          | 2941500          | 292325          | 364672          | 396411          |
| 2.4 NACH Cr \$                                   | 16465.44           | 1741.20          | 1356.65          | 1483.71          | 1216535          | 118309          | 95602           | 113132          |
| 2.5 NEFT   | 30927.89           | 3076.15          | 3394.00          | 3763.38          | 25130910         | 2558304         | 2314490         | 2724980         |
| 2.6 UPI @  | 223306.64          | 22341.58         | 41864.80         | 45662.99         | 4103658          | 416176          | 768436          | 826848          |
| 2.6.1 of which USSD @                            | 10.45              | 0.88             | 1.00             | 1.12             | 172              | 14              | 15              | 16              |
| 3 Debit Transfers and Direct Debits              | 10456.54           | 922.53           | 1031.91          | 1064.54          | 865520           | 81871           | 87212           | 91163           |
| 3.1 BHIM Aadhaar Pay @                           | 160.84             | 8.90             | 19.78            | 19.59            | 2580             | 187             | 536             | 611             |
| 3.2 NACH Dr \$                                   | 9645.75            | 840.43           | 900.10           | 937.92           | 862027           | 81576           | 86517           | 90426           |
| 3.3 NETC (linked to bank account) @              | 649.96             | 73.21            | 112.03           | 107.03           | 913              | 108             | 158             | 126             |
| 4 Card Payments                                  | 57,786.60          | 5,502.88         | 5,418.18         | 5,611.80         | 12,91,799        | 1,28,665        | 1,56,326        | 1,60,398        |
| 4.1 Credit Cards                                 | 17,641.06          | 1,737.79         | 2,011.16         | 2,112.59         | 6,30,414         | 63,487          | 89,217          | 93,907          |
| 4.1.1 PoS based \$                               | 8688.81            | 914.20           | 1068.93          | 1093.48          | 280769           | 28961           | 37498.79        | 36712.65        |
| 4.1.2 Others \$                                  | 8952.25            | 823.59           | 942.23           | 1019.10          | 349645           | 34526           | 51718.05        | 57194.58        |
| 4.2 Debit Cards                                  | 40,145.54          | 3,765.09         | 3,407.02         | 3,499.21         | 661385           | 65178           | 67109           | 66491           |
| 4.2.1 PoS based \$                               | 20773.50           | 2165.50          | 2112.04967       | 2202.51          | 377630           | 39437           | 43751           | 43062.30        |
| 4.2.2 Others \$                                  | 19372.04           | 1599.59          | 1294.96723       | 1296.71          | 283755           | 25741           | 23358           | 23428.74        |
| 5 Prepaid Payment Instruments                    | 49,742.55          | 4,372.11         | 6,107.23         | 7,008.24         | 197696           | 18153           | 25583           | 26896           |
| 5.1 Wallets                                      | 39987.01           | 3521.48          | 4870.19          | 5661.02          | 152065           | 13392           | 21041           | 21220           |
| 5.2 Cards  | 9,755.54           | 850.63           | 1,237.04         | 1,347.22         | 45631            | 4761            | 4542            | 5676            |
| 5.2.1 PoS based \$                               | 607.15             | 58.15            | 74.48            | 99.63            | 10591            | 1107            | 1287            | 1893            |
| 5.2.2 Others \$                                  | 9148.39            | 792.48           | 1162.56          | 1247.59          | 35040            | 3654            | 3255            | 3784            |
| 6 Paper-based Instruments                        | 6,703.70           | 719.40           | 577.00           | 660.33           | 5627189          | 618015          | 533223          | 640955          |
| 6.1 CTS (NPCI Managed)                           | 6702.53            | 719.40           | 577.00           | 660.33           | 5625941          | 618015          | 533223          | 640955          |
| 6.2 Others                                       | 1.17               | 0.00             | 0.00             | 0.00             | 1249             | 0               | 0               | 0               |
| <b>Total - Retail Payments (2+3+4+5+6)</b>       | <b>4,42,557.14</b> | <b>43,252.72</b> | <b>64,989.84</b> | <b>70,767.70</b> | <b>41486430</b>  | <b>4240059</b>  | <b>4355330</b>  | <b>4995808</b>  |
| <b>Total Payments (1+2+3+4+5+6)</b>              | <b>4,44,149.06</b> | <b>43,416.20</b> | <b>65,161.97</b> | <b>70,960.48</b> | <b>147086278</b> | <b>14899180</b> | <b>15337108</b> | <b>17962798</b> |
| <b>Total Digital Payments (1+2+3+4+5)</b>        | <b>4,37,445.36</b> | <b>42,696.80</b> | <b>64,584.97</b> | <b>70,300.15</b> | <b>141459089</b> | <b>14281164</b> | <b>14803885</b> | <b>17321843</b> |

**PART II - Payment Modes and Channels**

|   | Volume (lakh) |           |           |           | Value (₹ crore) |           |           |           |
|---|---------------|-----------|-----------|-----------|-----------------|-----------|-----------|-----------|
|   | FY 2020-21    | 2020      | 2021      | 2021      | FY 2020-21      | 2020      | 2021      | 2021      |
|   |               | December  | November  | December  |                 | December  | November  | December  |
|   | 1             | 2         | 3         | 4         | 1               | 2         | 3         | 4         |
| <b>A. Other Payment Channels</b>                            |               |           |           |           |                 |           |           |           |
| 1 Mobile Payments (mobile app based)                        | 2,58,033.70   | 25,296.64 | 45,548.53 | 49,877.80 | 92,01,212       | 9,01,655  | 13,24,008 | 14,33,961 |
| 1.1 Intra-bank \$   | 25,220.71     | 2,183.03  | 3,732.97  | 3,927.19  | 18,71,390       | 1,74,603  | 2,39,989  | 2,54,443  |
| 1.2 Inter-bank \$   | 2,32,812.99   | 23,113.62 | 41,815.57 | 45,950.61 | 73,29,822       | 7,27,052  | 10,84,018 | 11,79,518 |
| 2 Internet Payments (Netbanking / internet browser based) @ | 32,493.63     | 3,147.85  | 2,860.67  | 3,117.10  | 4,15,81,497     | 40,79,472 | 39,37,877 | 45,31,114 |
| 2.1 Intra-bank @  | 6,886.15      | 637.64    | 570.26    | 611.14    | 2,06,01,554     | 19,34,396 | 17,88,978 | 20,82,236 |
| 2.2 Inter-bank @  | 25,607.48     | 2,510.20  | 2,290.41  | 2,505.96  | 2,09,79,943     | 21,45,077 | 21,48,899 | 24,48,878 |
| <b>B. ATMs</b>  |               |           |           |           |                 |           |           |           |
| 3. Cash Withdrawal at ATMs \$                               | 60,905.81     | 5,680.37  | 5,691.73  | 5,928.20  | 28,89,826       | 2,66,709  | 2,71,730  | 2,80,372  |
| 3.1 Using Credit Cards \$                                   | 51.41         | 5.01      | 5.45      | 5.90      | 2560            | 246       | 276       | 295.21    |
| 3.2 Using Debit Cards \$                                    | 60602.23      | 5650.86   | 5657.83   | 5893.54   | 2878025         | 265569    | 270515    | 279099.68 |
| 3.3 Using Pre-paid Cards \$                                 | 252.17        | 24.51     | 28.44     | 28.76     | 9240            | 893       | 939       | 977       |
| 4. Cash Withdrawal at PoS \$                                | 394.77        | 39.89     | 4.82      | 3.89      | 1533            | 149       | 63        | 42        |

|                                    |                |               |               |               |               |              |              |              |
|------------------------------------|----------------|---------------|---------------|---------------|---------------|--------------|--------------|--------------|
| 4.1 Using Debit Cards \$           | 353.50         | 34.53         | 4.14          | 3.71          | 1484          | 142          | 39           | 34.61        |
| 4.2 Using Pre-paid Cards \$        | 41.27          | 5.37          | 0.68          | 0.18          | 49            | 6            | 24           | 7            |
| 5. Cash Withdrawal at Micro ATMs @ | <b>9460.43</b> | <b>715.03</b> | <b>925.63</b> | <b>940.20</b> | <b>225420</b> | <b>19671</b> | <b>25112</b> | <b>25208</b> |
| 5.1 AePS @                         | 9460.43        | 715.03        | 925.63        | 940.20        | 225420        | 19671        | 25112        | 25208        |

### PART III - Payment Infrastructures (lakh)

|                                       | As on            | 2020             | 2021             | 2021             |
|---------------------------------------|------------------|------------------|------------------|------------------|
|                                       | March 2021       | December         | November         | December         |
|                                       | 1                | 2                | 3                | 4                |
| <b>Payment System Infrastructures</b> |                  |                  |                  |                  |
| 1 Number of Cards                     | <b>9,602.51</b>  | <b>9,460.57</b>  | <b>10,015.90</b> | <b>10,066.90</b> |
| 1.1 Credit Cards                      | 620.49           | 603.97           | 675.83           | 689.49           |
| 1.2 Debit Cards                       | 8,982.02         | 8,856.60         | 9340.07          | 9377.42          |
| 2 Number of PPIs @                    | <b>21,952.60</b> | <b>20,819.05</b> | <b>25,918.94</b> | <b>26,426.15</b> |
| 2.1 Wallets @                         | 20,052.10        | 19,156.35        | 23,408.81        | 23,828.54        |
| 2.2 Cards @                           | 1,900.51         | 1,662.70         | 2,510.13         | 2,597.62         |
| 3 Number of ATMs and CRMs             | <b>2.39</b>      | <b>2.33</b>      | <b>2.42</b>      | <b>2.49</b>      |
| 3.1 Bank owned ATMs \$ and CRMs#      | 2.14             | 2.08             | 2.13             | 2.19             |
| 3.2 White Label ATMs \$               | 0.25             | 0.25             | 0.29             | 0.30             |
| 4 Number of Micro ATMs @              | <b>4.04</b>      | <b>3.56</b>      | <b>5.57</b>      | <b>5.91</b>      |
| 5 Number of PoS Terminals             | <b>47.20</b>     | <b>45.85</b>     | <b>52.92</b>     | <b>54.98</b>     |
| 6 Bharat QR @                         | <b>35.70</b>     | <b>32.00</b>     | <b>45.41</b>     | <b>46.47</b>     |
| 7 UPI QR *                            | <b>925.22</b>    | <b>752.31</b>    | <b>1373.33</b>   | <b>1440.10</b>   |

@: New inclusion w.e.f. November 2019

#: Data reported by Co-operative Banks, LABs and RRBs included with effect from Dec 2021.

\$ : Inclusion separately initiated from November 2019 - would have been part of other items hitherto.

\*: New inclusion w.e.f. September 2020; Includes only static UPI QR Code

Note : 1. Data is provisional.

2. ECS (Debit and Credit) has been merged with NACH with effect from January 31, 2020.

3. The data from November 2019 onwards for card payments (Debit/Credit cards) and Prepaid Payment Instruments (PPIs) may not be comparable with earlier months/ periods, as more granular data is being published along with revision in data definitions.

4. Only domestic financial transactions are considered. The new format captures e-commerce transactions; transactions using FASTags, digital bill payments and card-to-card transfer through ATMs, etc.. Also, failed transactions, chargebacks, reversals, expired cards/ wallets, are excluded.