



# **PAYMENT SYSTEMS REVIEW**

## **(FISCAL YEAR 2015-16)**

**PAYMENT SYSTEMS DEPARTMENT**  
**STATE BANK OF PAKISTAN**

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### **Disclaimer**

The statistics and statistical analysis are based on data received from Commercial and Microfinance Banks. Although a great deal of care has been taken to ensure publication of correct information and data, however, State Bank of Pakistan disclaims responsibility for errors and omissions. This review is being published for the purpose of information and analysis of stakeholders. There may be minor differences due to rounding off numbers.

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**Note: All values as on June 30, 2016 are Provisional and FY stands for Fiscal Year**

**SUMMARY OF KEY PAYMENT SYSTEMS INDICATORS DURING FY16**

Payment Systems in Pakistan have shown significant growth in key performance indicators during FY16. It was encouraging to witness that number and value of payments through digital/electronic channels have continued to show an upward trend during FY16 which compliment the Vision of SBP to promote digital payments platforms in the country.

According to the data reported by banks, Large Value Transactions through RTGS showed an increase of 21% in volume and 29% in value to reach at 930,501 transactions worth Rs. 231.7 trillion. Though the volume of paper based transactions have decreased by 6 % during the year, they still constitute approximately 38% of volume of total retail payments. However, adoption of e-channels has shown a rise evident by increase of e-Banking transactions by 16% in volume and 4% in value whereas, RTOB transactions increased by 19% in volume and 2% in value to reach at 135.4 million worth Rs. 32.3 trillion during the period under consideration.

Other Alternate Delivery Channels (ADCs) such as ATM, POS, Internet and Mobile Banking have also seen an increasing trend in number and value of transactions. 39.2 million Transactions worth approximately Rs.200 billion were undertaken on POS machines showing an increase of 22% in volume and 16% in value. Internet Banking (18% in number and 10% in value) and mobile banking (8% in volume and 5% in value) also showed a steady growth during the fiscal year.

It was encouraging that PS infrastructure also showed an upward trend during the period under review. Number of branches increased from 11,937 to 13,179 whereas total number of ATMs installed in the country increased from 9,597 to 11,381 during the year. Number of POS machines also showed growth and 9,586 POS machines were added to the network of 41,183 to reach at 50,769 as at June 30, 2016.

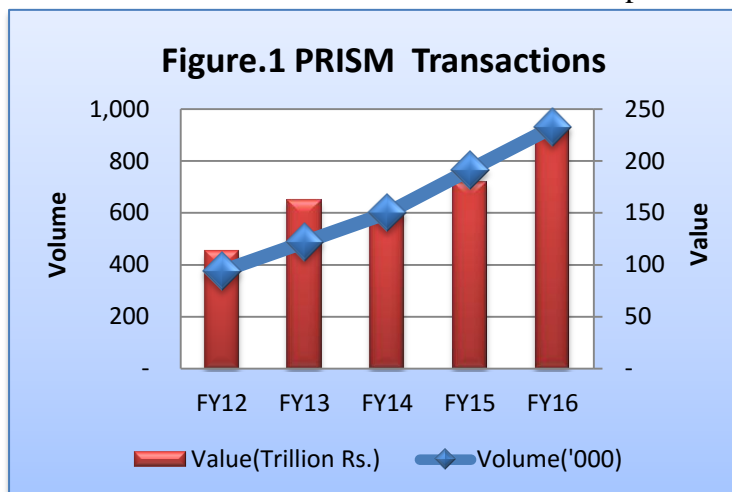
It is encouraging that the market has been focusing on provision of digital/electronic means of transactions to its customers with some innovative and attractive product offerings. However, it is also important that while adopting innovative ideas, aspects of consumer protection and risk management shall be top priority of financial institutions.

A detail analysis of the key PS indicators and key initiatives of SBP to promote payment systems and digital financial services in the country are given in following sections.

## 1. PERFORMANCE OF NATIONAL PAYMENT SYSTEMS IN PAKISTAN

### 1.1 Large Value Payment Systems – PRISM (RTGS)

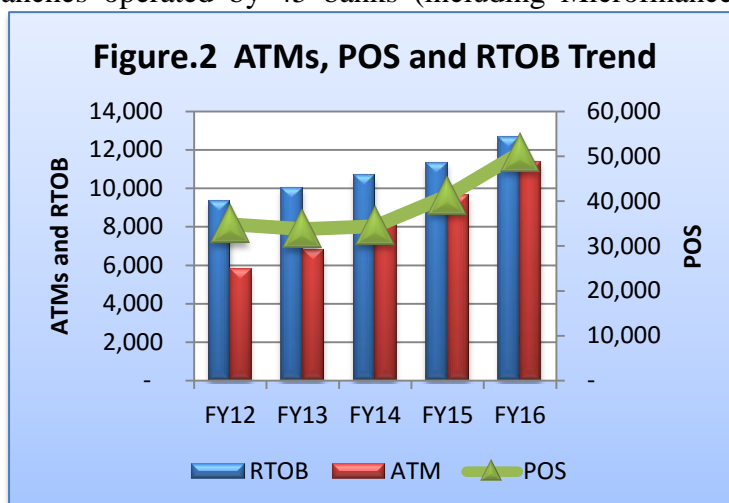
During FY16, RTGS processed 930,501 transactions worth Rs. 231.7 trillion as compared to 766,133 transactions worth Rs.179.6 trillion in FY15, showing an increase of about 21% in number and 29% in value. Interbank Funds Transfers with 55% share was major contributor in number of RTGS transactions, whereas Securities Settlement constituted 66% of the overall value of RTGS transactions. During FY16, Interbank Funds Transfers increased by 25% in terms of volume and by 16% in terms of value. It also includes Customer Transfer Transactions amounting to Rs.15.7 trillion in value and 501,576 in volume which increased by 41% in volume and 13% in value.



### 1.2 Retail Payment Systems<sup>1</sup>

#### 1.2.1 Infrastructure

In Pakistan, there are 13,179 bank branches operated by 45 banks (including Microfinance Banks). Out of these branches, 12,674 branches have Real-time Online operations. The total number of ATMs installed by 31 banks has increased by 16% to 11,381. Though the number of ATMs showed a healthy growth in 2016, as evident from the availability of 6 ATMs as compared to 5 ATMs in 2015 for a population of 100,000 which is still inadequate.



<sup>1</sup> In FY16, Microfinance Banks(MFBs) were also included in Retail Payment Systems Data Reporting

Payment Cards have also shown an increasing trend over the years. As of June 30, 2016 the total number of Payment Cards issued by banks is 33.7 million. Debit Cards have the largest share among all payment cards i.e. 27 million followed by ATM only cards (including Social Welfare and Branchless Banking cards) which are 4.8 million in number. The number of Credit Cards has increased by 6% reaching to 1.4 million at year end. A significant increase can be observed in number of ATM Only Cards when compared to the previous year. This increase was due to inclusion of Microfinance Banks in Payment Systems Data Reporting as per PSD Circular No. 5 of 2015. The circular can be accessed through this link.

(<http://www.sbp.org.pk/psd/2015/C5.htm>).

In Pakistan, there are only 9 banks out of 45 which have installed POS machines. Out of these 9 POS acquirers, only 6 acquirers accept International Payments Scheme branded cards. In FY16, the number of POS machines has increased by 23% reaching to 50,769 as compared to 41,183 in 2015. As of June 30, 2016, there was 27 POS terminals as compared to 22 in 2015 per population of 100,000.

### **1.2.2 Paper Based Transactions**

In FY16, the volume of Paper Based Transactions decreased by 6 % from 361.4 million in FY15 to 339.7 million. In terms of value these transactions have increased by 6% from 127.1 trillion in FY15 to 134.4 trillion this year. Paper Based Transactions make up approximately 38% of volume of total retail payments.

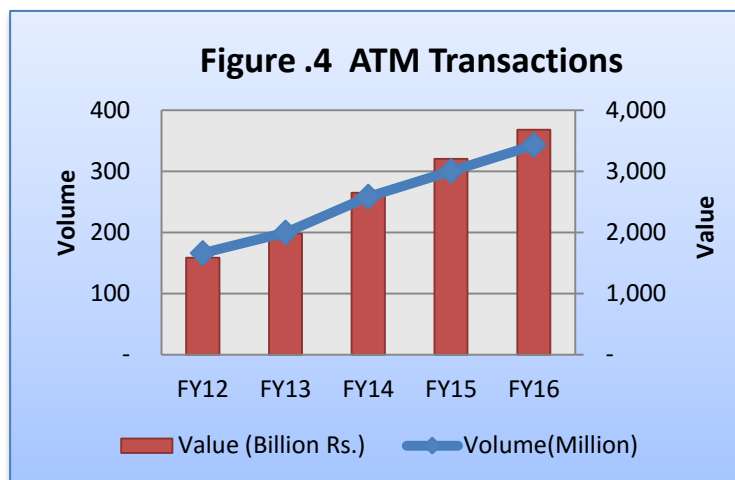
### **1.3 E-Banking Transactions**

E-Banking transactions have shown a significant growth over 5 years. E-Banking transactions alone witnessed a growth of 16% in volume and 4% in value during FY15-16. Volume of E-banking transactions has almost doubled from 277 million in FY12 to 543 million in FY16 while the value has increased by 43% from Rs. 26 trillion to Rs.37.2 trillion in the same period.

### **1.4 ATM Transactions**

During FY16, 343 million transactions were conducted through ATMs amounting to Rs.3.6 trillion. Cash Withdrawal was the major contributor in this increase having 96% share in volume and 88% in value. These cash transactions' volume increased from 288.8 million to 330.1 million i.e. 14% while value increased by 22% from Rs.2.6 trillion to Rs. 3.2 trillion.

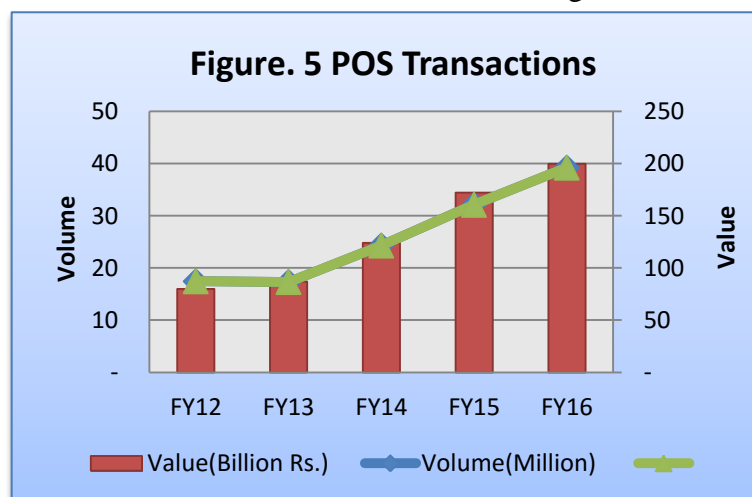
Utility Bill Payments through ATMs have also shown a significant increase both in volume and value as compared to the previous year. The number of these transactions increased by 43% from 0.9 to 1.2 million and the value increased by 53% from Rs. 2.9 billion to Rs. 4.5 billion.



#### 1.4.1 POS Transactions

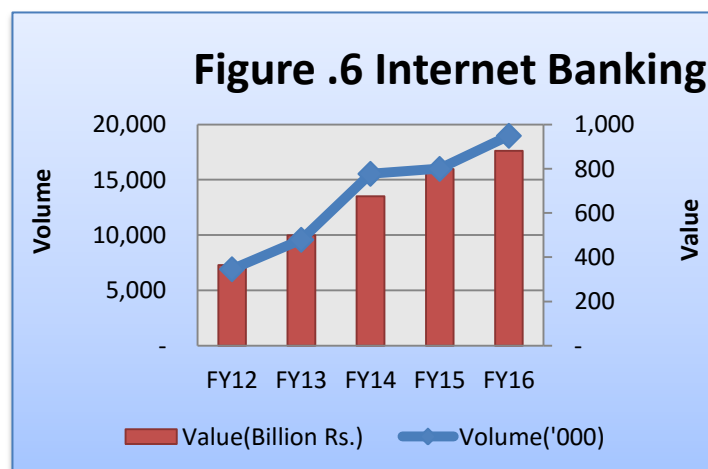
In FY16, 39.2 million transactions were conducted on POS Machines amounting to Rs. 199.8 billion. The volume and value of these transactions grew by 22% and 16% respectively in FY16 as compared to the previous year.

During the fourth quarter alone, 10.6 million transactions amounting to Rs. 54.1 billion were undertaken through POS machines showing a quarterly increase of 7% in both volume and value as compared.



#### 1.4.2 Internet Banking

During FY16, the volume of Internet Banking transactions increased by 18% and value increased by 10% reaching to Rs. 880 billion as compared to Rs. 798 billion FY15. Similarly, the number of registered users of Internet Banking increased to 1.9 million as compared to the 1.8 million in previous year.

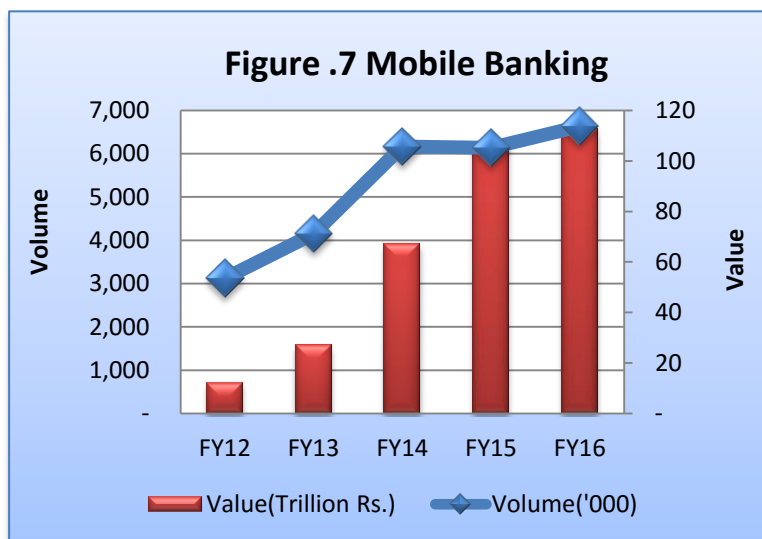


showing an annual growth of 8%

### 1.4.3 Mobile Banking<sup>2</sup>

The volume of Mobile Banking transactions showed an increase of 8% reaching to 6.6 million in FY16 from 6.1 million in FY15 whereas, the value increased by 5% reaching at Rs.112 billion as compared to Rs.107 billion in FY15.

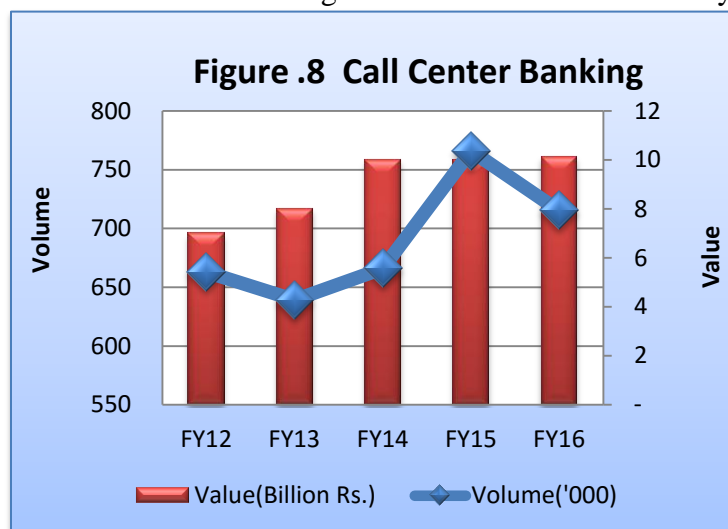
During FY16, the largest share in Mobile Banking in terms of volume was of Utility Bill Payments i.e. 44% while in terms of value, the largest contributor with a share of 52% was Third Party Account to Account Funds Transfers. As compared to 2.2 million users in FY15, Mobile Banking Registered users have increased by 8% during the year reaching to 2.4 million by the end of FY16.



### 1.4.4 Call Center & IVR/ Phone Banking

During FY16, the volume of Call Center & IVR Banking transactions decreased by approximately 7% from 766,000 to 715,000 while value increased by 6% from 9.5 billion in FY15 to 10.1 billion in FY16.

The largest share in Call Center/ Phone Banking in terms of volume is of Utility Bill Payments having approximately 45% share. However, in terms of value, the largest share was contributed by Account to



<sup>2</sup> Does not include Branchless Banking Data.



Account Funds Transfer (53%). Phone Banking Registered users increased by 15% reaching to 19.2 million in FY16 compared to 16.6 million in FY15.

#### **1.4.5 RTOB Transactions**

RTOB transactions represent all those transactions which are executed through banks' Core Banking Systems on Real-Time basis. The volume and value of transactions conducted through RTOB in FY16 were 135.4 million and Rs. 32.3 trillion respectively, showing an increase of 19% in volume and 2% in value.

During FY16, the largest share in RTOB Transactions in terms of volume was contributed by Cash Deposits having 35 % share followed by Real Time Account to Account Funds Transfer having 28% share. In terms of value, the largest share was contributed by Real Time Account to Account Funds Transfer having 55% share followed by Real Time Third Party Account to Account Funds Transfer having 21% share.

## **2. MAJOR EVENTS DURING FY15-16**

### **LAUNCH OF PAKISTAN'S FIRST DOMESTIC PAYMENT SCHEME, PAYPAK**

Pakistan's first domestic Payment Scheme in Karachi on 5th April 2016 by Ashraf Mahmood Wathra, Governor State Bank of Pakistan. The new payment scheme branded as "PayPak" is expected to compete in the domestic market with other international payment schemes. The new card will only be used within Pakistan and will offer the benefit of low cost, ease of affordability and security to ordinary citizens.

During his address, Governor informed the audience that one of the strategic goals of SBP for the year 2020 is to transform the digital payments landscape in the country by ensuring digital financial access to both the un-served and underserved population while at the same time reducing the transaction cost and improving overall efficiency.



Saeed Ahmad, Deputy Governor SBP, said that by introducing this scheme Pakistan has moved in the right direction by achieving SBP's two strategic goals i.e. promoting Financial Inclusion and building a Robust and Modern Payment System. He, however, pointed out that while the issuance of domestic card is a good initiative, the banking sector has to create its acceptability among the masses. He advised the banking industry to adopt a more service oriented approach and provide easy access to financial services to their customers.

**SAARC SEMINAR ON PAYMENT SYSTEMS AND CORRESPONDENT BANKING**

SBP successfully hold the seminar on the subject at National Institute of Banking And Finance (NIBAF) Islamabad. The event was inaugurated by the Governor SBP while dignitaries from SAARC countries attended the event.

In his inaugural address the Governor emphasized the importance of enhanced cooperation among the central banks to develop regional correspondent banking channels. Governor said that the regulators of SAARC region need to interact, coordinate and discuss Payment Systems' issues in order to find common solutions to address the challenges that are being faced in this domain with the objective of facilitating trade, commerce and remittance flows. He was of the view that the cost and time of monetary transactions can be reduced significantly if SAARC countries were able to develop their own corresponding banking system. He also made it clear that the regional countries cannot afford to ignore the risks and responsibilities relating to money laundering that are increasingly being faced by financial institutions in today's world.



Deputy Governor State Bank of Pakistan Mr. Saeed Ahmed, the Chairman of SAARC Payments Council (SPC), expressed optimism that development of payment systems amongst SAARC countries would help enhance intra-SAARC trade. The Chairman also discussed how the linking of payment systems would pave the way for initiatives like SAARC common payment card. He also informed the SAARCFINANCE Group that the Council has been striving to achieve the overall objective of SAARC Payments Initiative (SPI), established by the SAARFINANCE Group in 2008. While highlighting that member countries have been achieving progress on high-

value payment systems (RTGS), electronic retail payment systems, risk mitigation measures, cross-border payment and settlement systems etc., the Chairman also talked about the introduction of Pakistan's first domestic payment scheme, 'Paypak'. Deputy Governor floated a proposal to host a SAARCFINANCE seminar on "Financial Stability in the SAARC Region" during the first half of 2017.

### **WORLD BANK MISSION MEETS OFFICIALS OF SBP TO DEVISE NATIONAL PAYMENT SYSTEM STRATEGY**

World Bank mission visited Pakistan in April, 2016 to assist in implementation of the National Financial Inclusion Strategy (NFIS). One component of the WB project was focused on the National Payments System (NPS), for its critical role for financial stability and payment aspects of financial inclusion. For this, WB mission held meeting with SBP officials and key stakeholders of the industry to study key payment systems infrastructure that are in place in Pakistan and could help in supporting the payment aspects of financial inclusion.

The report on National Payments System strategy for Pakistan shall focus on areas such as the legal framework, necessary infrastructure for PS in Pakistan, Oversight, Interoperability and on Retail Payments.

### **MASTERCARD ENTERS PAKISTAN, OPENS FIRST OFFICE IN KARACHI**

MasterCard, a leading global technology company that provides the solution for online payments has formally opened its dedicated office in Karachi, Pakistan to commence its operations. The Mr. Riaz Riazuddin, Deputy Governor, SBP was chief guest at the occasion.

The inauguration of its office in Karachi is a move by the company to strengthen its footprints in the wider African and Middle East region. As a part of its latest achievement in Pakistan, it has launched the MasterCard QR, which is Pakistan's first service of its kind to allow smooth conducting of digital transactions. Using this service customer can make In-store online payments, pay bills and make payments for delivery with one account only.

In Pakistan, the company intends to provide payment services from its diverse portfolio that includes the debit card, credit card, prepaid, corporate transactions and specific services offerings such as MasterCard Reward Solutions, digital payment systems and MasterCard Payment Gateway Services.

### **3. OTHER KEY INITIATIVES AND WAY FORWARD**

Although the use of electronic transactions is continuously witnessing a rising trend, the overall share of electronic payments in the economy is still low as compared to paper based instruments and cash. Further, even within electronic banking transactions, cash withdrawals through electronic channels have a major portion. To increase use of electronic channels for payments, it is necessary that all factors which are inhibiting the transition of cash based economy to less cash based must be identified and addressed. Nowadays, banking customers are seeking more customized payment services which can cater to their need of fast, efficient and secure payment methods. A major role in their development will be played by SBP to provide an enabling regulatory environment and infrastructure and by Financial Institutions, Payment System Operators and Payment Service Providers to establish access points and innovative methods of payments.

It is envisaged that the inauguration of PayPak will enable issuance of domestic payment cards and will facilitate merchants to accept card based payments with low merchant discount rate. SBP is also working with issuer and acquirer banks as well as payment scheme to expand acceptance network and to identify and address factors inhibiting the adoption of electronic payments both by the merchants and the consumers.

To enhance the trust and confidence in electronic payment systems, SBP is working towards implementing a robust regulatory and supervisory framework for Financial Markets Infrastructures mainly through: (1) development of an oversight framework in line with international Principles and developing supporting regulatory capacity; (2) development and implementation of a risk framework for clearing houses; and (3) establishment of industry standards to ensure ongoing security, integration and interoperability of various payments systems.

In line with the above, During FY16 Regulations on Prepaid Cards were issued to provide an enabling and level playing field for all the existing and potential participants instead of approving prepaid card products on a case to case basis. These regulations are developed in line with the international recommendations such as those issued by FATF to minimize the AML/CFT risks associated with the prepaid cards. The regulations cover relevant aspects of the



functionality of prepaid cards such as issuance of cards, permissible load limits, restriction on use, and dispute resolution and consumer protection besides covering other operational areas.

In order to enhance the Security of Payment Cards and safeguard the interests of consumers, PSD issued 'Regulations for Payment Card Security'. These Regulations outline a minimum set of operational, administrative, technical and physical safeguards to secure Payment Card operations in Pakistan and are based on international best practices and standards like adoption of EMV. The regulations are applicable to all Financial Institutions and Payment System Operators (PSOs) & Payment Service Providers (PSPs) who are in the business of issuing, acquiring and processing Payment Cards in Pakistan.

Furthermore, with the objective of bringing uniformity and facilitation of 'Clearing' process of Pay orders (POs) and Demand Drafts (DDs), these instruments have been standardized with the aim of safeguarding the interests of general public by reducing the incidence of counterfeiting risks. Enhanced security features and layout improvements will reduce the risk of frauds perpetrated POs & DDs.

In today's world, data analytics has become the primary vehicle for analysing trends and performing the risk management. For the purpose of comprehensive oversight and to provide timely information about the trends in payment systems, PSD collects data about various payment systems, compiles them and publishes information for general public. Recently, after detailed discussions and deliberations, PSD issued new data reporting templates covering increased number of variables for collecting detailed information from banks and other payment service providers that would cover all the payment channels and participants of the market infrastructures and would enable SBP to perform proactive oversight of these payment channels and instruments.

Going forward, SBP is working on a two pronged strategy for effectively enabling the adoption of electronic/digital payments by the general public in Pakistan. First, the expansion of infrastructure at three different levels: instruments (like cards and wallets), access points (like ATMs, POSs, and mobile devices) and central payment processors (like switches and gateways). Second, the strengthening of regulatory and oversight frameworks for ensuring the safety and soundness of these payment infrastructures which, in turn, will enhance the trust and confidence of ordinary consumers on these alternate payment methods.

## 4. STATISTICS

### 4.1 Payment Systems at a Glance

As on June 30, 2016

Sr. No.	Description	Number
<b>Financial Institutions</b>		
1	Commercial Banks	35
2	Microfinance Banks	10
3	Development Financial Institutions (DFIs)	6
<b>Categorization of Commercial Banks</b>		
4	Public Sector Banks	5
5	Local Private Banks	21
6	Foreign Banks	5
7	Specialized Banks	4
<b>Payment Systems Infrastructure</b>		
8	PRISM's Direct Participants	42
	Banks	34
	DFIs	6
	Microfinance Banks	1
	Non-Banks (CDC)	1
9	Total Bank Branches	13,179
	Online Branches	12,674
10	Automated Teller Machines (ATMs)	11,381
11	Interoperable Switches	2
12	Point of Sale (POS) Machines	50,769
<b>Payment Services by Banks</b>		
13	Internet Banking	22
14	Mobile Banking	16
15	Call Center & IVR Banking	22
16	Credit Cards Issuing	12
17	Debit Cards Issuing	28
18	POS Machine Acquiring	9
19	ATM Acquiring	31
<b>Per 100,000 Statistics*</b>		
20	Online Branches per 100,000 Population	6
21	ATMs per 100,000 Population	6
22	POS per 100,000 Population	26

\* Population equal to 195.4 million. (Source: Pakistan Economic Survey FY16)

## 4.2 Payment Systems Infrastructure

Items	FY12	FY13	FY14	FY15	FY16 <sup>P</sup>
ATMs	5,745	6,757	8,240	9,597	11,381
POS Machines	34,879	33,748	34,428	41,183	50,769
Credit Cards	1,231,000	1,087,772	1,333,827	1,369,958	1,450,095
Debit Cards	15,984,000	20,267,433	23,061,171	25,024,235	27,411,117
ATM only Cards	1,673,132	932,971	957,807	900,270	*4,798,524
Total Bank Branches	10,020	10,395	11,199	11,937	13,179
Real time Online Branches (RTOB)	9,291	10,013	10,640	11,315	12,674
Number of registered Internet Banking Users	1,005,428	1,246,373	1,478,301	1,811,707	1,958,034
Number of registered Mobile Banking Users	1,383,588	1,807,306	1,671,693	2,267,688	2,451,420
Number of registered Phone Banking Users	9,635,522	11,565,715	13,910,779	16,624,377	19,200,005

<sup>P</sup>Figures of FY16 are provisional

\*This increase is due to inclusion of Microfinance Banks' data in Payment Systems Data Reporting as per PSD Circular No. 5 of 2015. The circular can be accessed through this link. (<http://www.sbp.org.pk/psd/2015/C5.htm>)

## 4.3 Payment Systems Transactions – Year Wise

(Number in Thousands & Amount in Billion Rupees)

Transactions Type	FY12		FY13		FY14		FY15		FY16 <sup>P</sup>	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
PRISM System	375	112,533	488	161,748	600	161,748	766	179,613	930	231,710
ATM	166,158	1,588	199,779	1,979	258,483	2,648	300,248	3,202	342,877	3,682
RTOB	83,070	23,969	89,058	27,091	98,491	30,173	113,800	31,560	135,364	32,340
POS	17,447	80	17,310	87	24,293	125	32,106	172	39,222	200
Internet Banking	6,925	365	9,589	499	15,552	676	15,999	798	18,992	880
Mobile Phone Banking	3,121	12	4,150	27	6,167	67	6,139	107	6,637	113
Call Centers/IVR Banking	663	7	639	8	666	10	766	10	715	10
Paper Based	357,490	98,741	358,504	106,831	362,039	115,157	361,589	127,164	339,722	134,406

<sup>P</sup>Figures of FY16 are provisional



## 4.4 Payment Systems Transactions – Quarter Wise

(Number in Thousands &amp; Amount in Million Rupees)

Type of Transactions	1 <sup>st</sup> Qtr FY16		2 <sup>nd</sup> Qtr FY16		3 <sup>rd</sup> Qtr FY16		4 <sup>th</sup> Qtr FY16 <sup>P</sup>	
	Number	Amount	Number	Amount	Number	Amount	Number	Amount
<b>1. PRISM Transactions<sup>1</sup></b>	<b>214,836</b>	<b>53,771,284</b>	<b>225,598</b>	<b>64,101,537</b>	<b>235,274</b>	<b>56,385,394</b>	<b>254,793</b>	<b>57,452,262</b>
1.1 Interbank Fund Transfers	188,102	14,116,735	198,050	17,440,661	204,875	17,846,418	222,732	17,581,998
1.2 Retail Cheque Clearing	10,161	2,704,995	11,754	2,976,794	14,012	2,716,418	15,686	3,527,915
1.3 Securities Settlement	16,573	36,949,554	15,794	43,684,082	16,387	35,822,558	16,375	36,342,350
<b>2. E-banking Transactions</b>	<b>129,102</b>	<b>8,407,733</b>	<b>131,054</b>	<b>9,359,501</b>	<b>136,198</b>	<b>9,066,274</b>	<b>147,453</b>	<b>10,391,408</b>
<b>2.1 Internet Banking Transactions</b>	<b>4,224</b>	<b>200,547</b>	<b>4,537</b>	<b>204,236</b>	<b>4,864</b>	<b>222,103</b>	<b>5,366</b>	<b>253,585</b>
2.1.1 Payments through Internet	624	82,493	598	80,036	640	83,492	645	90,353
2.1.2 Utility Bill Payments	1,262	3,637	1,160	2,307	1,285	2,427	1,345	3,195
2.1.3 A/c to A/c Funds Transfers	1,399	66,809	1,441	73,871	1,446	76,447	1,740	93,281
2.1.4 3rd Party A/c to A/c Funds Transfers	939	47,608	1,339	48,022	1,494	59,737	1,636	66,756
<b>2.2 POS Transactions</b>	<b>9,272</b>	<b>47,116</b>	<b>9,450</b>	<b>47,842</b>	<b>9,907</b>	<b>50,660</b>	<b>10,593</b>	<b>54,133</b>
<b>2.3 Mobile Banking Transactions</b>	<b>1,492</b>	<b>24,668</b>	<b>1,540</b>	<b>25,901</b>	<b>1,719</b>	<b>28,753</b>	<b>1,885</b>	<b>33,212</b>
2.3.1 Payments through Mobile	97	717	90	733	91	833	92	964
2.3.2 Utility Bills Payments	655	618	673	527	752	535	815	763
2.3.3 A/c to A/c Funds Transfers	322	10,925	329	11,513	362	12,075	383	13,438
2.3.4 3rd Party A/c to A/c Funds Transfers	418	12,408	447	13,129	514	15,310	596	18,047
<b>2.4 ATM Transactions</b>	<b>84,337</b>	<b>889,699</b>	<b>82,486</b>	<b>859,126</b>	<b>84,506</b>	<b>915,943</b>	<b>91,548</b>	<b>1,017,505</b>
2.4.1 Cash Withdrawals	81,669	794,547	79,460	756,865	81,240	805,806	87,947	891,170
2.4.2 Cash Deposits	1	9	4	41	5	49	5	60
2.4.3 Utility Bills Payments	293	1,294	313	1,254	287	614	350	1,350
2.4.4 A/c to A/c Funds Transfers	1,089	39,255	1,148	40,885	1,224	42,984	1,578	46,995
2.4.5 Third Party A/c to A/c Funds Transfers	1,284	54,594	1,561	60,082	1,750	66,490	1,668	77,930
<b>2.5 Call Centre / IVR Banking Transactions</b>	<b>189</b>	<b>2,465</b>	<b>175</b>	<b>2,245</b>	<b>176</b>	<b>2,218</b>	<b>174</b>	<b>3,186</b>
2.5.1 Payments through Call Centre	78	752	72	688	65	679	64	733
2.5.2 Utility Bills Payments	84	600	76	373	82	328	83	481
2.5.3 A/c to A/c Funds Transfers	25	1,065	27	1,155	28	1,181	26	1,937
2.5.4 3rd Party A/c to A/c Funds Transfers	1	47	1	30	1	31	1	36
<b>2.6 RTOB Transactions</b>	<b>29,587</b>	<b>7,243,239</b>	<b>32,865</b>	<b>8,220,150</b>	<b>35,025</b>	<b>7,846,596</b>	<b>37,886</b>	<b>9,029,787</b>
2.6.1 Real Time Cash Withdrawals	6,896	650,325	7,470	718,151	8,204	781,708	8,793	862,496
2.6.2 Real Time Cash Deposits	10,539	1,014,902	11,527	1,128,132	12,980	1,183,234	12,811	1,290,855
2.6.3 Real Time A/c to A/c Funds Transfers	7,720	3,868,587	9,435	4,696,239	9,425	4,192,503	11,323	5,061,904
2.6.4 Real Time 3rd Party A/c to A/c Funds Transfers	4,432	1,709,425	4,434	1,677,628	4,416	1,689,152	4,959	1,814,532
<b>2.7 Non Financial Transactions through E-banking</b>	<b>62,905</b>		<b>59,932</b>		<b>64,652</b>		<b>65,916</b>	
2.7.1 Automated Teller Machines (ATMs)	29,394		26,853		27,160		28,992	
2.7.2 Internet	16,012		14,190		19,530		17,279	
2.7.3 Mobile	13,711		15,345		14,370		15,821	
2.7.4 Call Centre	3,788		3,544		3,592		3,823	
<b>3. Paper Based Transactions</b>	<b>84,781</b>	<b>30,474,895</b>	<b>87,153</b>	<b>35,391,618</b>	<b>82,507</b>	<b>33,997,954</b>	<b>85,283</b>	<b>34,541,833</b>
3.1 Cash withdrawals through Cheques	43,561	5,008,382	45,635	4,554,816	43,033	4,344,938	43,164	4,787,444
3.2 Transfers through Cheques	22,783	15,817,765	22,212	19,811,701	20,278	19,654,270	21,217	18,188,753
3.3 Clearing through Cheques	13,357	5,803,554	13,915	6,103,807	13,995	6,323,962	15,008	7,105,732
3.4 Cheque Refunds	23	47,263	24	48,897	22	45,828	23	45,894
3.5 Pay Orders	2,268	1,519,772	2,512	2,512,421	2,511	1,544,268	2,671	2,006,478
3.6 Demand Drafts	1,340	569,607	1,450	584,621	1,424	528,042	1,636	691,652
3.7 Telegraphic Transfers	493	690,144	463	726,665	451	646,275	559	706,929
3.8 Mail Transfers	181	351,736	159	367,090	143	301,389	131	293,388
3.9 Dividend Warrants	112	27,887	302	41,087	109	24,718	278	47,036
3.10 Direct Debits	624	635,110	433	637,822	504	582,532	556	667,283
3.11 Others <sup>2</sup>	40	3,675	46	2,690	35	1,733	41	1,243

<sup>1</sup>PRISM transactions numbers are in actual and not converted in thousand ("000")<sup>2</sup>Coupons & Refund Vouchers<sup>P</sup>Figures of 4<sup>th</sup> Quarter FY16 are provisional