



# Payment Systems Review

FY 2016-17

Payment Systems Department

### **Disclaimer**

The statistics and statistical analysis are based on the data received from Commercial Banks 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.

For queries, comments and feedback on this publication,  
please send us an e-mail at [PSD-Data@sbp.org.pk](mailto:PSD-Data@sbp.org.pk)

The Payment Systems Review - FY17 (1-July-16 to 30-June-17) is based on the data reported by Banks/Microfinance Banks (MFBs). The number of Banks, Branches, ATMs, POS, Registered Users and Payment Cards figures wherever mentioned in this review are as of June 30, 2017 whereas figures of volume and value mentioned therein shows respective position for the year FY17. Year over Year (YoY) growth means annualized growth from FY16 to FY17.

## Contents

<b>1. Performance of National Payment Systems.....</b>	<b>6</b>
<b>1.1 Large Value Payment System (PRISM).....</b>	<b>6</b>
<b>1.2 Retails Value Payment System.....</b>	<b>7</b>
1.2.1 E-Banking Infrastructure .....	7
1.2.2 E-Banking Transactions .....	8
1.2.3 Paper based Transactions.....	11
<b>2. Major Developments in Payment Systems .....</b>	<b>11</b>
<b>2.1 RTGS Up-gradation &amp; Promotion .....</b>	<b>11</b>
<b>2.2 Implementation of Straight through Processing (STP) .....</b>	<b>11</b>
<b>2.3 Channeling of Home Remittances through PRISM.....</b>	<b>12</b>
<b>2.4 Islamic Banking Branches (IBBs) allowed PRISM System’s Membership.....</b>	<b>12</b>
<b>2.5 CDNS awarded Clearinghouse Membership.....</b>	<b>12</b>
<b>2.6 PayPak Gains Traction.....</b>	<b>13</b>

## List of Tables

<b>Table 1. Payment Systems Infrastructure .....</b>	<b>14</b>
<b>Table 2. Payment Cards Composition.....</b>	<b>14</b>
<b>Table 3. Payment Systems Transactions-Summary.....</b>	<b>15</b>
<b>Table 4. Real time online Branches (RTOBs) Transactions .....</b>	<b>15</b>
<b>Table 5. ATMs Transactions.....</b>	<b>16</b>
<b>Table 6. Internet Banking Transactions .....</b>	<b>16</b>
<b>Table 7. Mobile Phone Banking Transactions.....</b>	<b>17</b>
<b>Table 8. Call Center/ IVR Banking Transactions .....</b>	<b>17</b>
<b>Table 9. Payment Cards vs. Channels Transactions FY17 .....</b>	<b>18</b>

## P R E A M B L E

A well functioning payment system ensures uninterrupted and continuous economic activity and growth. Thus, one of the key functions of a Central Bank is to ensure the availability of efficient, robust and ubiquitous payment systems in the country.

Despite the shortcoming and low adoption of retail level digital payments in the country, Payment Systems in Pakistan have shown significant growth in key performance indicators during the last two years. It was encouraging to witness that the number and value of payments through digital/electronic channels have continued to show an upward trend during the year which complements the Vision of SBP to promote digital payments platforms in the country.

On the retail Infrastructure side besides ATM networks; POS networks, Internet Banking, Mobile Phone Banking and Call Center & IVR Banking are also serving the needs of general consumers for payments. Branchless Banking offered by Microfinance Institutions and some commercial banks are also adding their significant contribution in country's payments infrastructure. The number of ATMs has been consistently increasing over the last couple of years and reached to 12,689 as of June 30, 2017. On the other hand, the number of POS terminals has increased to 54,490. Similarly, users of Internet Banking and usage of Payment Cards are also increasing.

Although during the past few years, critical payment processing infrastructure, including RTGS (known as PRISM) has been implemented in the country, Pakistan is still one of those countries who are lagging behind in terms of the proliferation and ubiquity of digital access points at retail level (like the number of ATMs or Point-of-sale (POS) machines. This lack of retail level digital acceptance infrastructure has been an inhibiting factor for the non-adoption of digital payment instruments by masses and has largely resulted in a cash-dominated economy. SBP's Vision 2020, acknowledges this by identifying the development of modern and robust payment systems in Pakistan as one of its Strategic Goals. This strategic goal identifies tactical objectives aimed at identifying and implementing improvements in both cash and non-cash based payment systems; however, the emphasis is on promoting a shift from cash to electronic payments and digital platforms.

Therefore, SBP has started work on a number of key developmental items aimed at improving the payment processing infrastructure and improving the uptake and adoption of digital payments at retail level while ensuring the safety, trust and confidence of general public. It is encouraging to note that government and private sector institutions are also recognizing the importance of digital payments and are playing a key role to improve the situation in this regard.

## Payment Systems Snapshot an on 2016-17

Items	As on end June,2017	
Population (Million) <sup>1</sup>		193.56
Currency in Circulation <sup>2</sup>		Rs. 3.7 trillion
Number of Banks' Accounts <sup>3</sup>		46,491,242
<b>Technological Infrastructure<sup>4</sup></b>		
Number of Fixed-Land Line		2,692,225
Cellular Subscribers		140,516,259
Broadband Subscribers		44,311,593
3G/4G Subscribers		41,728,236
Total Tele Density(2016-17)		72.41%
<b>Payment Systems Infrastructure</b>		
Number of Banks (and their branches)		45 (14,293)
Commercial		41 (13,417)
Microfinance		11 (876)
Number of Real Time Online Branches (RTOBs)		14,150
Number of Banks Having		
ATMs		32
POS		9
Internet Banking		25
Mobile Phone Banking		18
Call Center Banking		25
Number of PRISM System Participant		42
Number of Registered E-Commerce Merchants		571
Number of ATMs		12,689
Number of ATMs Interoperable Switches		3
Number of Cash Deposits Machines (CDMs)		52
Number of POS Machines		54,490
<b>Payment Systems Transactions 2016-17</b>		
<b>Channels</b>	<b>Volume (Million)</b>	<b>Value (Rs. Billion)</b>
PRISM System	1.1	279,464.4
RTOBs	143.6	31,126.4
ATMs	397.7	4,562.2
POS	50.5	246.0
Internet Banking	25.2	968.7
Mobile Phone Banking	7.4	141.4
Call Centers Banking	0.3	7.8
Ecommerce	1.2	9.4
Paper Based	451.8	139,590.6

<sup>1</sup> Annual Report SBP

<sup>2</sup> As on May,2017 Monthly Statistical Bulletin, SBP

<sup>3</sup> As on December,2016 is used

<sup>4</sup> [www.PTA.gov.pk](http://www.PTA.gov.pk)

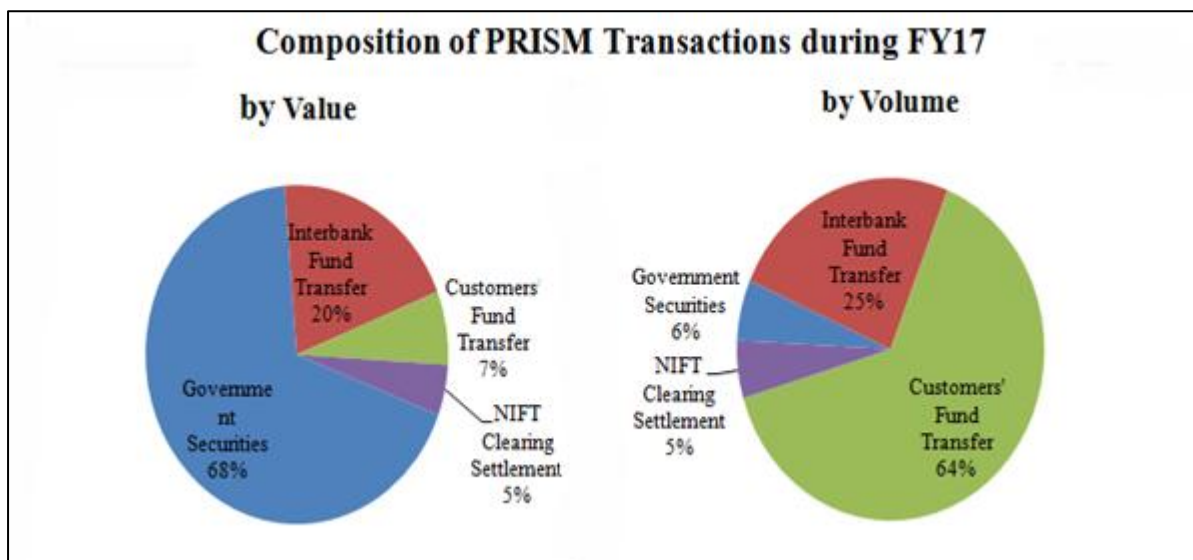
## 1. Performance of National Payment Systems

Pakistan’s National Payment Systems can be classified into Large Value and Retail Payment Systems whose performance during FY17 is discussed below:

### 1.1 Large Value Payment System (PRISM)

PRISM is the only large value payment system in Pakistan, owned and operated by SBP that enables its participants to settle their large value payments in Real Time on Gross basis. The system is primarily used by financial institutions as well as their individual and corporate customers. Further, the system allows settlement of Government securities trading; and of settlement batches arising from the clearing of paper based instruments. Recently SBP has been encouraging the use of PRISM at branch level and for interbank transfer of home remittances in order to facilitate the general public for their retail payments. As on 30th June, 2017, PRISM system has 42 Direct Participants which includes 30 Banks, 2 Specialized Banks, 2 MFBs, 7 DFIs and one non-bank which is Central Depository Company (CDC).

During FY17, the volume of total transactions processed by PRISM system grew from 0.9 million to 1.1 million showing a growth of 19.4% whereas the value of transactions reached from Rs. 231.7 trillion to 279.5 trillion showing a growth of 20.6% on YoY basis. Of the volume and value processed by PRISM during FY17, customer’s transfers showed an annual growth of 42.6% in volume and 24.6% in value. The main reason for this increase was because (i) SBP allowed the use of PRISM for interbank transfer of home remittances; and (ii) instructed banks to offer the facility of fund transfers through PRISM to the general public.



During FY17, SBP also upgraded its PRISM system with enhanced capacity and added features for monitoring the funds and securities transactions for efficient management of liquidity.

## 1.2 Retails Value Payment System

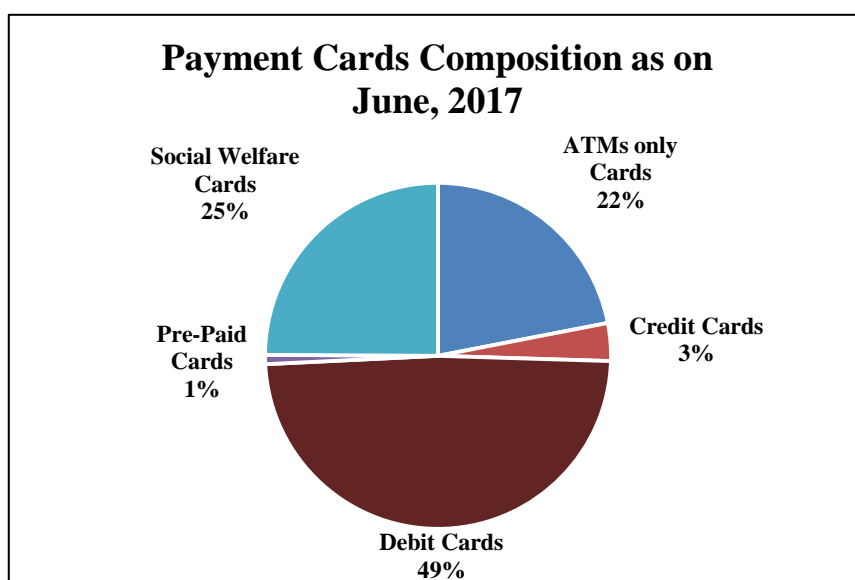
The position of eBanking infrastructure and transactions during FY17 is discussed below:

### 1.2.1 E-Banking Infrastructure

As on 30th June 2017, there were 30 Banks, 4 specialized Banks, 11 Microfinance Banks, and 8 Development Finance Institutions (DFIs) with a combined network of 14,293 branches (including 123 overseas branches) showing a growth of 7.7% over the last year number of 13,179. Besides these banks’ branches, 155 sub-branches and 355 permanent booths are also providing limited banking facilities. Except 20 branches, all the local branches in the country are Real Time Online Branches (RTOBs).

As on June 30, 2017, the total number of installed ATMs reached to 12,689 from 11,381, showing YoY growth of 11.5%. These ATMs have been installed by 32 banks. Out of these ATMs, 10,478 (82.6%) are On-site ATMs whereas 2,207 (17.4%) are Off-Site ATMs, installed at corporate offices, hospitals, shopping Malls etc. Moreover, 4 Mobile ATMs are also operational. The 1,583 ATMs are also equipped with sensors for biometric authentication. Further, there are 52 Cash Deposits Machines (CDMs) and 40 CDMs have dual function of cash withdrawals and deposits. All these ATMs are connected with two ATMs’ interoperable switches (1Link and MNET). The total number of POS machines reached 54,490 from 50,769 showed YoY growth of 7.3%. The ratio of POS machines per 100,000 adults’ population reached 50 from 46 as compared to previous years. Internet Banking, Mobile Phone Banking and Call Centers/ IVR Banking were being offered by 25, 18 and 25 Banks/ Microfinance (MFBs) respectively.

The number of payment cards issued in Pakistan reached to 36.6 million in June, 2017 from 33.6 million in end of June, 2016 showing the YoY growth of 8.8%. Out of these Cards 48.7% are Debit Cards, 22% are ATMs only proprietary Cards, 24.9% are Social Welfare Cards, 3.5% are Credit Cards and remaining Pre-Paid Cards.

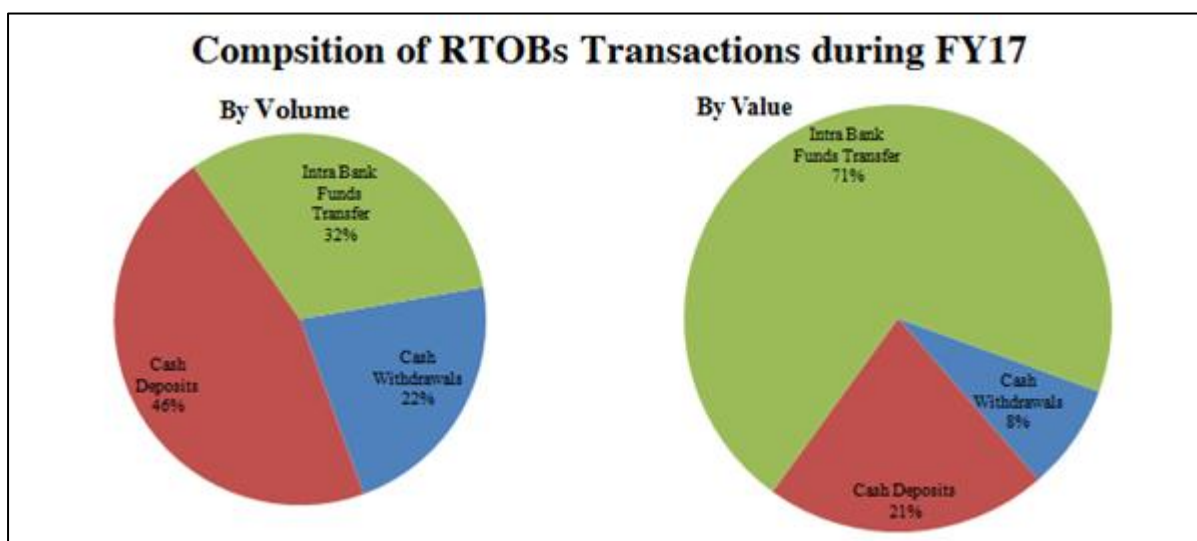


### 1.2.2 E-Banking Transactions

During FY17, 625.8 million transactions worth Rs.37.1 trillion were processed through retail eBanking channels, showing YoY growth of 15.1% in volume whereas the value of transactions remained almost same i.e. Rs. 37.1 trillion. In terms of value, RTOB transactions accounted for the largest share of 84% followed by ATMs (12%) and Internet Banking (3%). By volume ATMs were the most used channel with 64% of all RTOB transactions followed by RTOB (23%), POS (8%) and Internet Banking (4%).

#### 1.2.2.1 RTOBs Transactions

Real Time Online Branches (RTOBs) processed 143.6 million transactions of Rs. 31.1 trillion during the year under review. The volume of these transactions showed YoY growth of 6.0% in volume and decline of 3.8% in value of transactions. About 46% of the transactions conducted via RTOB pertain to online cash deposits. During FY17, in terms of value RTOB is mostly used by Intra bank fund transfers (Rs.21.9 trillion) followed by cash deposits (Rs.6.7 Trillion) and cash withdrawals (Rs. 2.5 Trillion). On the other hand, by volume cash deposit transactions have the largest share followed by intra bank funds transfer and cash withdrawals. The composition of RTOBs transactions during FY17 is as under:-



#### 1.2.2.2 ATMs Transactions

ATMs processed 397.7 million transactions amounting to Rs. 4.6 trillion during the year showing YoY growth of 16.1% by volume and 23.9% by value respectively. 94.3% of the transactions amounting to Rs.3.9 trillion (85.1%) pertains to Cash withdrawals, followed by Interbank Funds transfers transactions which constituted 9.4 million (2.4%) and Rs. 433.1 billion (9.5%) by volume and value of transactions respectively. Rest of the transactions pertained to Intra bank fund transfers, Utility Bill Payments and Cash/Instrument deposit transactions. Further, ratio of On-Us versus Off-Us Cash a withdrawal was approximately 60:40 by volume and by value was approximately 65:35 transactions which shows that customers generally prefer to withdraw cash from their own bank’s ATMs. The average size of an ATM transaction was approximately Rs. 11,470 per transaction.

### **1.2.2.3 POS Transactions**

In Pakistan 6 banks are in the business of open loop POS acquiring The turnover of 50.5 million POS transactions valuing Rs. 246 billion was recorded in FY17 as compared to 39.2 million transactions valuing Rs. 200 billion in FY16, showing YoY growth 28.8% by volume and 23.2% by value. The share of POS transactions in total eBanking is not encouraging due to low uptake of merchant onboarding and insignificant usage of Debit Cards for retail transactions.

### **1.2.2.4 Internet Banking Transactions**

25 banks are offering a variety of financial services, through Internet Banking (IB) like Intra-bank & Interbank Fund transfer, scheduled fund transfers, Utility Bills Payments, Mobile Air-time top up, Intra-bank credit card payments, School fee payments etc. Total 2.3 million IB users were registered till end June, 2017.

During the year under review, Internet Banking processed 25.2 million transactions worth Rs. 968.7 billion during FY17 showing YoY growth of 32.5 % and 10% in volume and value of transactions respectively, the share of Intra Bank Funds transfers transactions is 6.6 million (26.1%) and Rs. 258.2 billion (26.7%) in volume and value of transactions respectively whereas the share of Inter Bank Funds transfers transactions in volume and value of transactions is 7.5 million (29.7%) and Rs. 310.1 billion (32%) respectively. Utility Bills Payments contributed 9.0 million (35.9%) in volume and Rs. 18.6 billion (1.9%) in value of transactions and the residuals shares is contributed by other miscellaneous payments including school/ university fees submission, mutual funds payments, credit cards payment etc. Internet Banking also facilitated 88.2 million non-financial transactions which include pay order, cheques books, bank account statements and Debit Cards etc. requests

### **1.2.2.5 Mobile Banking Transactions**

Mobile Phone/App based Banking is being offered by 18 Banks/ MFBs to 2.5 million registered users as of end of June, 2017. Mobile Phone Banking processed 7.4 million transactions worth Rs. 141.4 Billion during FY17 showing YoY growth of 12.1 % and 25.7% in volume and value of transactions respectively.

Intra bank and Interbank fund transfer were the main contributors in total Mobile Phone Banking transactions. Intra bank fund transfers contributed 2.1 million (28.3%) transactions by volume and Rs. 60.0 billion (42.4%) by value. Utility Bills Payments got share of 3.1 million (41.3%) by volume and Rs.6.0 billion (4.3%) by value within overall Mobile Banking volume and value transactions respectively.

### **1.2.2.6 Call Center/ IVR Banking Transactions**

Declining trend was observed in transactions executed through Call Center/IVR while comparing YoY basis. The growth in transactions through IB and Mobile Phone Banking is also due to probable shift from Call Center/IVR banking. During the year under review, 261

thousand transactions of value Rs. 7.750 million were processed by Call Centers/ IVR Banking.

#### **1.2.2.7 E-Commerce Transactions**

There are 571 locally registered E-Commerce Merchants having their merchant accounts in 8 banks as of end of June, 2017 showing limited boarding of eCommerce merchants in the country. Consumers carried out 1.2 million online transactions of worth Rs. 9.8 billion on these 571 locally registered e-Commerce Merchants during the year FY17 in addition domestic cards were used to conduct 2.6 million transactions of worth Rs. 20.7 Billion on international eCommerce merchants. Credit Cards transactions have the highest share of 1.8 million (67.5%) in volume and Rs. 15.0 billion (72.3%) share in value; Debit Card transactions contributed a share of 0.7 million (27.1%) in volume and Rs. 4.9 billion (23.5%) in value of E-Commerce transactions.

#### **1.2.2.8 Payment Cards Transactions**

In Pakistan payment cards can be categorized as Credit, Debit, social welfare and pre-paid Card of which pre-paid cards have insignificant number.

##### **1.2.2.8.1 Credit Cards**

As on end June, 2017, the number of reported credit cards in circulation is 1.3 million. During the year under review, 1.8 million E-Commerce transactions of worth Rs. 15.0 billion and 23.9 million POS transactions of Rs.136.5 billion were processed by these Credit Cards. Among the total E-Commerce transactions of the year, Credit Cards transactions have the highest share of 1.8 million (67.5%) in volume and Rs. 15.0 billion (72.3%) share in value.

##### **1.2.2.8.2 Debit Cards**

As of end of June, 2017, the number of reported Debit Cards in circulation is 17.9 million. During the year under review, 362.1 million transactions worth Rs. 4.1 trillion were processed using Debit Cards. Debit Card transactions contributed a share of 0.7 million (27.1%) in volume and Rs. 4.9 billion (23.5%) in value of E-Commerce transactions during the year. 26.1 million POS transactions worth Rs.108.5 billion were conducted using Debit Cards.

##### **1.2.2.8.3 Social Welfare Cards**

Social welfare cards are issued by the Government of Pakistan or provisional governments to support needy and disasters affected people. These cards include Benazir Income Support Programme (BISP), Watan Cards and payment Cards issued for Internally Displaced People (IDPs) due to flood disasters or any other reasons. During the year under review 10.7 million transactions worth Rs. 44.6 Billion were conducted using these cards.

### **1.2.3 Paper based Transactions**

Despite the expansion of ePayment Channels and instruments, a variety of paper based instruments like cheques, Pay Orders, Demand Drafts, Telegraphic Transfer, Dividend Warrants etc. are still widely used within the country. Among these paper based instruments, cheques are the preferred mode of transactions for cash withdrawals, funds transfer, commercial and Government payments transactions. The share of other paper-based instruments is fairly insignificant in terms of volume and value of transactions.

During the year under review, 451.8 million transactions of worth Rs. 139.6 trillion were carried out using paper based instruments. These transactions showed a growth of 3.8% in volume of transactions and a decline of 4.4% in value of transactions, which included 99.4 million paper based instruments used for depositing Rs 11.3 trillion into bank accounts. Despite the increased adoption of eBanking channels, cash payments remained relatively high reflecting the preferred use of cash as mode of payment.

## **2. Major Developments in Payment Systems**

Payment systems landscape has undergone a dramatic shift in the past few years. Ranging from up-gradation or RTGS to giving CDNS membership of NIFT, State Bank of Pakistan has been promoting growth of e-payment systems by encouraging market players to come up with value added products and services. Some of the key achievements are discussed below:

### **2.1 RTGS Up-gradation & Promotion**

Pakistan Real Time Interbank Settlement Mechanism (PRISM) is the only large value payment system in the country that processes transactions on real time gross settlement basis. Realizing its systemic importance, SBP initiated the upgrade of PRISM software. After comprehensive testing by the participants, the system went live on May 22, 2017. The upgrade implementation included scalability of funds transfer system, new system for securities trading and the deployment of system on new servers with advanced operating system. The enhanced features of the upgraded RTGS system have allowed the PRISM Participants an efficient mechanism for monitoring of funds and Government securities, allowing them to manage liquidity at an optimal level.

Recognizing the value of PRISM system for individuals and businesses who want to transfer money through RTGS and the growing trend of RTGS usage amongst the general public, SBP has been advising banks to make the facility available at various bank branches. For this purpose SBP initiated the implementation of Straight Through Processing at banks to improve the process flow of transactions and reduce the time taken to channel money across banks. It is also encouraging other government institutions to avail the facility and is currently working with Pakistan Customs and SBP-BSC to enable these organizations to process their payments through RTGS.

### **2.2 Implementation of Straight through Processing (STP)**

Straight Through processing (STP) was an initiative of SBP to automate processing of transactions through PRISM system by integrating it with participants (Banks) core banking

systems. This is performed by allowing information that has been electronically entered to be transferred from one party to another in the settlement process without manually re-entering the same pieces of information repeatedly over the entire sequence of events. In order to establish interoperability between PRISM system and its participants' core banking systems SBP vide its Circular No. 02 of 2016 instructed the direct participants of PRISM system to implement STP. STP facilitates the general public for fast track money transfer and settlement.

As of June 30, 2017, 32 out of 42 participants have successfully completed STP implementation after complying with all preliminary requirements including development of middleware and placement of additional firewall for enhanced security. Moreover, applications of 3 other participants were in the approval process and 4 participants were striving to get their requirements met meticulously. The remaining PRISM participants were granted exemption based on low transactional volumes.

### **2.3 Channeling of Home Remittances through PRISM**

Overseas Pakistanis have been sending Home remittances to Pakistan for decades, but the digital shift is making that process easier than ever. In order to enable fast and secure transfer of home remittances across banks and to bring efficiency in the overall process, The State Bank of Pakistan allowed the use of PRISM System for inter-bank transfer of Home Remittances between banks vide SBP Circular Letter No. 04 of 2015. This process facilitates transfer of home remittances into beneficiaries' accounts across banks and avoids manual reentry at various stages. As of June 30, 2017, 24 out of 25 Pakistan Remittances Initiatives (PRI) member banks have confirmed the implementation of this automated process of home remittances delivery mechanism.

### **2.4 Islamic Banking Branches (IBBs) allowed PRISM System's Membership**

To enhance the outreach of large value electronic funds transfers (EFT) system with the objective of providing level playing field across the banking systems. SBP has allowed direct membership of PRISM system to Islamic Banking Branches (IBBs) of conventional banks. Accordingly, IBBs were required to establish separate operational set-up of PRISM system subject to fulfillment of certain conditions as specified in SBP Circular No. 06 of 2016.

### **2.5 CDNS awarded Clearinghouse Membership**

In order to facilitate the holders of Pensioners Benefit Account (PBA), Behbood Savings Certificate (BSC) and Saving Account (SA) of Central Directorate of National Savings (CDNS) for faster encashment of their profits; SBP vide PSD Circular No. 01 of 2017 allowed the Central Directorate of National Savings (CDNS) to become a direct member of NIFT vide PSD vide its Circular No. 01 of 2017.

Banks were advised to accept profit coupons and withdrawals slips pertaining to these schemes of CDNS at their counters for onward clearing of the profit/s fund through NIFT. In addition, banks were also advised to endorse coupons and withdrawal slips before submitting them to NIFT.

## **2.6 PayPak Gains Traction**

Since its launch in 2016, SBP has been actively working with Payment Service Providers to encourage the issuance of PayPak cards and increase its uptake in the country. For this purpose it is encouraging to know that as of June 2017, 9 payment service providers with a total market share of 73 percent (total cards issued) had started issuing PayPak cards to their customers. Out of 6 acquirers, 4 had started updating their POS machines to accept PayPak cards; overall 25percent of the POS machines in Pakistan had been upgraded to accept PayPak cards. Further, all ATM machines in Pakistan were accepting PayPak cards.

**Table 1. Payment Systems Infrastructure**

(Actual Numbers)

Number of	FY13	FY14	FY15	FY16	FY17 <sup>5P</sup>
Bank Branches	10,395	11,199	11,937	13,179	14,293
Real time Online Branches (RTOB)	10,013	10,640	11,315	12,674	14,150
ATMs	6,757	8,240	9,597	11,381	12,689
POS Machines	33,748	34,428	41,183	50,769	54,490
Registered Internet Banking Users	1,246,373	1,478,301	1,811,707	1,958,034	2,347,026
Registered Mobile Phone Banking Users	1,807,306	1,671,693	2,267,688	2,451,420	2,484,044
Registered Call Centers/IVR Banking Users	11,565,715	13,910,779	16,624,377	19,200,005	22,389,113

**Table 2. Payment Cards Composition**

(Actual Numbers)

Number of	FY13	FY14	FY15	FY16	FY17 <sup>P</sup>
Credit Cards	1,087,772	1,333,827	1,369,958	1,450,095	1,292,136
Debit Cards	20,267,433	23,061,171	25,024,235	27,411,117	17,857,561
Pre-Paid Cards <sup>6</sup>	N/A				315,865
Proprietary ATM only Cards	932,971	957,807	900,270	4,798,524	8,043,044
Social Welfare Cards <sup>15</sup>	N/A				9,124,363
<b>Total:-</b>	<b>22,288,176</b>	<b>25,352,805</b>	<b>27,294,463</b>	<b>33,659,736</b>	<b>36,632,969</b>

<sup>5</sup> P is used for provisional data<sup>6</sup> Data of previous period not available

Table 3. Payment Systems Transactions-Summary

(Number in million &amp; Amount in Billion-PKR)

Transactions Type	FY13		FY14		FY15		FY16		FY17 <sup>7P</sup>	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
<b>PRISM System</b>	0.5	161,748.4	0.6	149,302.9	0.8	179,613.5	0.9	231,710.5	1.1	279,464.4
<b>eBanking</b>	320.5	29,691.0	403.7	33,698.7	469.1	35,848.2	543.8	37,224.9	625.8	37,061.9
RTOB	89.1	27,091.0	98.5	30,173.3	113.8	31,559.7	135.4	32,339.8	143.6	31,126.4
ATM	199.8	1,979.4	258.5	2,648.2	300.2	3,202.3	342.9	3,682.3	397.7	4,562.2
POS	17.3	86.6	24.3	124.6	32.1	172.1	39.2	199.8	50.5	246.0
Internet Banking	9.6	498.8	15.6	675.6	16.0	797.7	19.0	880.5	25.2	968.7
Mobile Phone Banking	4.2	27.0	6.2	67.4	6.1	106.9	6.6	112.5	7.4	141.4
Call Centers/IVR Banking	0.6	8.1	0.7	9.5	0.8	9.5	0.7	10.1	0.3	7.8
E-Commerce	-	-	-	-	-	-	-	-	1.2	9.4
<b>Paper Based<sup>8</sup></b>	359.0	107,000.0	362.0	115,163.2	361.5	127,160.0	339.8	134,410.1	451.8	139,590.6
<b>Total:-</b>	<b>680.0</b>	<b>298,439.4</b>	<b>766.3</b>	<b>298,164.8</b>	<b>831.3</b>	<b>342,621.7</b>	<b>884.5</b>	<b>403,345.5</b>	<b>1,078.7</b>	<b>456,116.9</b>

Table 4. Real time online Branches (RTOBs) Transactions

(Volume in Million &amp; Value in Billion-PKR)

Year	Cash Withdrawals (within RTOBs Branches)		Cash Deposits (From RTOBs Branches)		Transfers (within RTOBs Branches)		Total	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value
FY13	32.3	2,552.5	18.0	1,543.4	38.7	22,995.1	89.1	27,091.0
FY14	21.5	1,966.8	36.0	2,838.8	41.1	25,367.7	98.5	30,173.3
FY15	24.5	2,094.9	38.2	3,076.6	51.1	26,388.2	113.8	31,559.7
FY16	31.4	3,012.7	47.9	4,617.1	56.1	24,710.0	135.4	32,339.8
FY17	31.9	2,502.0	65.9	6,652.9	45.8	21,971.5	143.6	31,126.4

<sup>7</sup> P is used for provisional data<sup>8</sup> In the figures of FY17 the numbers of cash deposit transactions over the counter(OTC) are also added

**Table 5. ATMs Transactions**

(Volume in Million &amp; Value in Billion-PKR)

Transactions Type <sup>9</sup>	FY13	FY14	FY15	FY16	FY17
i. Cash Withdrawal					
Volume	192.0	248.4	288.9	330.3	375.2
Value	1,611.6	2,163.2	2,662.0	3,248.4	3,880.3
ii. A/c to A/c Funds Transfer (Intra-Bank Fund Transfer)					
Volume	3.2	4.3	4.5	5.0	7.6
Value	152.2	215.9	218.4	170.1	232.6
iii. Third Party A/c to A/c Funds Transfer(Inter-Bank Fund Transfer-IBFT)					
Volume	4.2	5.2	6.0	6.2	9.5
Value	214.4	267.4	319.0	259.1	433.2
iv. Utility Bills Payment					
Volume	0.4	0.6	0.9	1.2	5.3
Value	1.1	1.6	2.9	4.5	10.7
v. Cash/Instruments Deposit					
Volume	0.01	0.01	0.00	0.01	0.22
Value	0.12	0.10	0.04	0.16	5.44
<b>Total</b>					
<b>Volume</b>	<b>199.8</b>	<b>258.5</b>	<b>300.3</b>	<b>342.7</b>	<b>397.7</b>
<b>Value</b>	<b>1,979.4</b>	<b>2,648.2</b>	<b>3,202.3</b>	<b>3,682.3</b>	<b>4,562.2</b>

**Table 6. Internet Banking Transactions**

(Volume in Million &amp; Value in Billion-PKR)

Transactions Type <sup>10</sup>	FY13	FY14	FY15	FY16	FY17
i. Payment Through Internet					
Volume	1.5	2.0	2.3	2.5	2.1
Value	229.8	300.3	318.8	336.4	381.8
ii. A/c to A/c Funds Transfer (Intra-Bank Fund Transfer)					
Volume	2.5	5.1	4.6	6.0	6.6
Value	122.8	177.0	242.3	310.4	258.2
iii. Third Party A/c to A/c Funds Transfer(Inter-Bank Fund Transfer-IBFT)					
Volume	3.0	5.3	4.8	5.4	7.5
Value	137.9	188.6	225.9	222.1	310.1
iv. Utility Bills Payment					
Volume	2.5	3.1	4.3	5.1	9.0
Value	8.3	9.8	10.8	11.6	18.6
<b>Total</b>					
<b>Volume</b>	<b>9.5</b>	<b>15.5</b>	<b>16.0</b>	<b>19.0</b>	<b>25.2</b>
<b>Value</b>	<b>498.8</b>	<b>675.7</b>	<b>797.8</b>	<b>880.5</b>	<b>968.7</b>

<sup>9</sup> In FY2007 A/c to A/c transfer has been replaced with Intra Bank Funds Transfers and Third Party A/c to A/c Funds Transfer by Inter Bank Fund Transfers(IBFT)

<sup>10</sup> In FY2007 A/c to A/c transfer has been replaced with Intra Bank Funds Transfers and Third Party A/c to A/c Funds Transfer by Inter Bank Fund Transfers(IBFT)

**Table 7. Mobile Phone Banking Transactions**

(Volume in Million &amp; Value in Billion-PKR)

Transactions Type	FY13	FY14	FY15	FY16	FY17
i. Payment Through Mobile Phone					
Volume	0.5	0.3	0.4	0.4	0.3
Value	0.6	1.0	2.0	3.2	6.1
ii. A/c to A/c Funds Transfer (Intra-Bank Fund Transfer)					
Volume	0.4	0.7	1.1	1.4	2.1
Value	12.5	24.9	43.5	48.0	60.0
iii. Third Party A/c to A/c Funds Transfer(Inter-Bank Fund Transfer- IBFT)					
Volume	0.2	0.8	1.5	2.0	2.0
Value	10.4	35.9	56.9	58.9	69.3
iv. Utility Bills Payment					
Volume	3.0	4.3	3.2	2.9	3.1
Value	3.5	5.6	4.5	2.4	6.0
<b>Total</b>					
Volume	<b>4.2</b>	<b>6.2</b>	<b>6.1</b>	<b>6.6</b>	<b>7.4</b>
Value	<b>27.0</b>	<b>67.4</b>	<b>106.9</b>	<b>112.5</b>	<b>141.4</b>

**Table 8. Call Center/ IVR Banking Transactions**

(Volume in Thousands &amp; Value in Million-PKR)

Transactions Type	FY13	FY14	FY15	FY16	FY17
i. Payment Through Call Centers/IVR					
Volume	199	227	337	279	164
Value	2,223	2,677	2,887	2,852	6,621
ii. A/c to A/c Funds Transfer (Intra-Bank Fund Transfer)					
Volume	92	112	106	106	10
Value	4,095	4,967	4,572	5,338	361
iii. Third Party A/c to A/c Funds Transfer(Inter-Bank Fund Transfer- IBFT)					
Volume	8	7	8	4	3
Value	368	388	381	142	138
iv. Utility Bills Payment					
Volume	340	319	315	325	84
Value	1,462	1,507	1,684	1,781	630
<b>Total</b>					
Volume	<b>639</b>	<b>665</b>	<b>766</b>	<b>714</b>	<b>261</b>
Value	<b>8,148</b>	<b>9,539</b>	<b>9,524</b>	<b>10,113</b>	<b>7,750</b>

**Table 9. Payment Cards vs. Channels Transactions FY17**

(Volume in Million &amp; Value in Billion-PKR)

Transactions Type	ATMs		POS		E-Commerce		Total	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value
ATMs only Cards	51.9	502.9	1.0	11.9	-	-	53.0	514.8
Debit Cards	335.4	4,017.8	26.1	108.5	0.7	4.9	362.1	4,131.1
Credit Cards	0.2	2.1	23.9	136.5	1.8	15.0	25.8	153.6
Pre-Paid Cards	0.6	4.2	0.1	0.4	0.1	0.9	0.9	5.5
Social Welfare Cards	9.3	38.5	1.5	6.1	-	-	10.7	44.6
<b>Total:-</b>	<b>397.4</b>	<b>4,565.5</b>	<b>52.6</b>	<b>263.3</b>	<b>2.6</b>	<b>20.7</b>	<b>452.6</b>	<b>4,849.6</b>