



# Payment Systems Review

July – September, 2019 (Quarter-1, FY20)

**Payment Systems Department**

## Payment Systems Review for 1<sup>st</sup> Quarter-FY20 (July – September, 2019)

Banking through digital channels has been gaining increasing popularity in the country in recent years. These channels are alternatives for faster delivery of banking services to a wide range of customers as also evident from the figures stated below:

The large-value payment system of Pakistan i.e. PRISM owned and operated by SBP, enables the transfer and settlement of high value interbank funds and improves the overall efficiency of the large value payment system. On retail payment side, there are various e-Banking channels like Real Time Online Branches (RTOBs), ATMs, POS, Internet Banking, Mobile Phone Banking, Call Centers/IVR Banking and e-Commerce that facilitate retail value payments.

A brief summary of comparative position of Payment Systems is as under:

**Table-1: Comparative Summary of Payment Systems**

(Volume in Million and Value in Rs. Trillion)

| Payment Systems   | Quarter 4 – FY19 |              | Quarter 1 – FY20 <sup>1</sup><br>(Quarter under review) |              | Percentage Change |            |
|-------------------|------------------|--------------|---|--------------|-------------------|------------|
|                   | Volume           | Value        | Volume  | Value        | Volume            | Value      |
| <b>PRISM</b>      | 0.6              | 95.3         | 0.6   | 111.2        | (2.1)             | 16.7       |
| <b>e-Banking</b>  | 233.0            | 16.9         | 224.3   | 15.6         | (3.7)             | (7.7)      |
| <b>Paperbased</b> | 113.4            | 38.1         | 115.4   | 33.6         | 1.8               | (11.8)     |
| <b>Total</b>      | <b>347.0</b>     | <b>150.3</b> | <b>340.3</b>  | <b>160.4</b> | <b>(1.9)</b>      | <b>6.7</b> |

The volume of country's total Payment<sup>2</sup> transactions observed a decline by 1.9% compared to previous quarter with an increase of 6.7% in the value of transactions. The volume of PRISM declined by 2.1%, however it showed an increase of 16.7% in value of transactions compared with the previous quarter. Furthermore, e-Banking transactions witnessed decreases of 3.7% in volume and 7.7% in value, mainly due to decreases in volume and value of transactions at RTOB channel.

### **Payment Systems Infrastructure**

1. Commercial Banks in Pakistan are expanding their infrastructure for supporting e-Payments due to SBP's enabling policies. As on quarter-end July-Sep, 2019, there are 15,575 bank branches reported by the Banks/MFBs, out of which 90 are overseas branches. All branches, except 34, are providing online banking services to their customers. There are 14,957 ATMs and 56,824 POS machines in the country. Besides, banks are also providing Internet, Mobile and Call Center Banking facilities to their customers.

<sup>1</sup> P is used for provisional

<sup>2</sup> PRISM, e-Banking and Paper based

**Payment Systems Transactions**

2. PRISM has 48 Direct Participants, which include Commercial Banks, Microfinance Banks, Development Finance Institutions and Central Depository Company (CDC)<sup>3</sup>. During the quarter under review, PRISM processed 585 thousands transactions valuing Rs.111.2 trillion. These transactions showed a quarterly decline of 2.1%, however increased by 16.7% in terms of value. In addition to the inter-participants funds transfer, PRISM also facilitates customers through customers' transfers' facility which has the largest share of 81.6% in the total volume of PRISM transactions whereas the government securities transfers' facility has the largest share of 69.8% in value of transactions. The customers' transfer transactions include 228.1 thousands transactions of value Rs.170.3 billion of home remittances delivered through PRISM system across beneficiaries accounts.
3. During the quarter under review, e-Banking channels i.e. RTOBs, ATM, POS, Mobile Phone, Internet and Call Centers Banking as well as e-Commerce altogether processed 224.3 million transactions of value Rs.15.6 trillion. In the total e-Banking transactions, RTOBs has the highest share i.e. 83.8% in value of transactions whereas, the highest share w.r.t. the volume i.e. 57.9% goes to transactions processed by ATMs.

The channel-wise summary of these transactions is as under:-

- i. During the quarter under review, RTOB branches showed a reduction in 30 branches reaching a total number to 15,451. The reason for this decline can be inferred to the increasing perception that the people are more inclined to use the ADCs instead of the brick and mortar model for banking. RTOBs processed 45.8 million transactions of value Rs.13.1 trillion during Q1FY20. Both these volume and value have seen a seasonal decline (12.8% and 8.4% respectively) as compared to previous quarter primarily because of high base effect as preceding quarter was the closer of fiscal year. The decline is also attributed to closure of 30 online branches. However, compared to Q1FY19, both volume and value of RTOB transactions have increased in Q1FY20 by 12.0% and 27.6% respectively.
- ii. During Q1FY20, Banks/DFIs deployed 235 new ATMs, reaching the total number of ATMs in the country at quarter-end to 14,957 from 14,722 in the preceding quarter-end showing a growth of 1.6%. During the quarter, ATMs processed 129.9 million transactions valuing Rs.1.5 trillion. Despite the availability of other banking facilities on ATM, still ATMs are mostly used for cash withdrawals in the country as is evident from the fact that in total ATMs transactions, cash withdrawals from ATMs has the highest share of 95.9% in volume with 90.8% share in value. The average ticket size of ATM transactions decreased to Rs.12,035 in the current quarter compared to Rs.12,654 in the preceding quarter.
- iii. In Pakistan, 27 Banks are offering Internet Banking service with the registered users network of 3.3 million, which is somewhat the same, compared with the number of internet

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<sup>3</sup> <http://cdcpakistan.com/>

banking users in the previous quarter. During the quarter under review, 12.2 million transactions of value Rs.574.4 billion were processed through Internet Banking, which has shown an increase of 2.5% in volume and 5.2% in value from the preceding quarter.

- iv. In total, 26 banks are providing Mobile Phone Banking facility to their customers' with the number of registered Mobile Phone Banking users of 6.3 million (Last Quarter: 5.6 million users). These users processed 15.2 million transactions of value Rs.291.8 billion using Mobile Phone Banking Apps, exhibiting an increase 13.0% in volume but a decrease of 2.9% in value, from the preceding quarter.
  - v. Further, in total, 22 banks are providing banking services through call center/IVR with registered user-base of 30.2 million. During the quarter under review, 54.9 thousand transactions amounting to Rs.2.1 billion were processed by Call Centers/ IVR Banking. Although the registered customer base is high, however, the transactional volume and value in comparison to Internet and Mobile banking transactions does suggest that customers are still not much inclined to use banking services through call center/IVR on a routine basis as substantiated from the fact that transactional volume through call center/IVR has decreased by 13.5% during Q1FY20.
  - vi. As on quarter-end, the number of e-Commerce Merchants registered with banks reached to 1,410. These merchants processed 2.2 million transactions valuing Rs.8.1 billion during the quarter under review. The average ticket size for ecommerce transactions being processed through domestic acquiring is Rs.3,682, compared to Rs.4,529 in the preceding quarter. One of the important things to highlight is the growing popularity for e-commerce, as compared to the previous quarter, e-commerce acquirers processed 29.4% more transactions with a value increase of 5.2%.
4. As on September 30, 2019, the total number of payment cards issued in Pakistan remained at 42.2 million. This stagnancy is mainly due to social welfare cards seeing a decline in the previous 2 quarters. Another reason for this stagnancy is the focus of the industry to issue EMV Chip & Pin cards to existing customer base, in light of SBP's instructions issued vide PSD Circular No. 5 of 2016 & PSD Circular No. 9 of 2018. The breakup of card issuance showed that the number of Debit Cards is 25.3 million (59.9%), proprietary ATM Cards is 8.1 million (19.2%), Credit Cards 1.6 million (3.9%), Pre-Paid cards is 0.2 million (0.6%) and Social Welfare Cards is 6.9 million (16.4%). During the quarter under review, 151.7 million transactions of valuing Rs.1.6 trillion were processed by these Cards, of which transactions processed by Debit Cards has the highest share of 82.7% in volume and 86.8% in value of transactions.
  5. During the quarter under review, 115.4 million transactions of value Rs.33.6 trillion were processed through Branch banking and paper-based instruments with 1.8% growth by volume, however a decline of 11.8% by value.

The Statistical Data of Payment Systems is appended on following pages.

**Table-2: Payment Systems in Pakistan – Snapshot**

| Details as on September 30, 2019       |                   |
|--|-------------------|
| Total Population <sup>4</sup>          | 204.65 million    |
| Currency in Circulation <sup>5</sup>   | 5,516,782 million |
| Number of Banks' Accounts <sup>6</sup> | 54,731,001        |

| Payment Systems Infrastructure as on September 30, 2019 |            |
|---|------------|
| Number of Banks (Branches)                              | 45(15,575) |
| Commercial/ Specialized Banks Branches                  | 14,442     |
| Microfinance (Branches)                                 | 1,133      |
| Number of Real Time Online Branches (RTOBs)             | 15,451     |
| Number of banks having ATM machines                     | 34         |
| Number of banks having POS machines                     | 9          |
| Number of banks providing Internet Banking services     | 27         |
| Number of Banks providing Mobile Phone Banking services | 26         |
| Number of Banks providing Call Center Banking services  | 22         |
| Total Number of PRISM System Participants               |            |
| Total number of ATMs Interoperable Switches             | 1          |
| Total number of Cash Deposits Machines (CDMs)           | 84         |

<sup>4</sup> [http://www.pbs.gov.pk/sites/default/files//tables/Table-4\\_0.pdf](http://www.pbs.gov.pk/sites/default/files//tables/Table-4_0.pdf) (position as of June 30, 2019)

<sup>5</sup> As on end September, 2019 Monthly Statistical Bulletin, SBP publication

<sup>6</sup> As on June, 2019 is used from Monthly Statistical Bulletin, SBP publication

**Table-3: Payment Systems Infrastructure – Comparison**

(Actual Numbers)

| Number of:  | Quarter-1<br>FY19 | Quarter-2<br>FY19 | Quarter-3<br>FY19 | Quarter-4<br>FY19 | Quarter-1<br>FY20 <sup>P</sup> |
|---|-------------------|-------------------|-------------------|-------------------|--------------------------------|
| <b>Commercial Banks</b>                               | 34                | 34                | 34                | 34                | 34                             |
| <b>MFBS</b>   | 11                | 11                | 11                | 11                | 11                             |
| <b>DFIs</b>   | 8                 | 8                 | 8                 | 8                 | 8                              |
| <b>PRISM Participants</b>                             | 45                | 45                | 45                | 45                | 48                             |
| <b>Banks</b>  | 33                | 33                | 33                | 33                | 33                             |
| <b>MFBS</b>   | 3                 | 3                 | 3                 | 3                 | 5                              |
| <b>DFIs</b>   | 8                 | 8                 | 8                 | 8                 | 9                              |
| <b>Non-Bank</b>                                       | 1                 | 1                 | 1                 | 1                 | 1                              |
| <b>All Banks/ MFBS Branches</b>                       | 15,053            | 15,464            | 15,549            | 15,598            | 15,575                         |
| <b>Real Time Online Branches<br/>(RTOBs)</b>          | 14,932            | 15,346            | 15,408            | 15,481            | 15,451                         |
| <b>ATMs</b>   | 14,148            | 14,361            | 14,575            | 14,722            | 14,957                         |
| <b>On-site</b>  | 11,489            | 11,661            | 11,878            | 11,990            | 12,200                         |
| <b>Off-Site</b>                                       | 2,654             | 2,695             | 2,692             | 2,727             | 2,752                          |
| <b>Mobile</b>   | 5                 | 5                 | 5                 | 5                 | 5                              |
| <b>POS Machines</b>                                   | 53,269            | 49,261            | 55,240            | 56,911            | 56,824                         |
| <b>Internet Banking Users</b>                         | 3,422,670         | 3,362,229         | 3,113,399         | 3,278,611         | 3,388,772                      |
| <b>Mobile Phone Banking Users</b>                     | 3,643,692         | 3,943,241         | 5,045,263         | 5,626,137         | 6,354,992                      |
| <b>Call Centers/ IVR Banking</b>                      | 27,171,282        | 27,967,811        | 30,853,027        | 29,748,743        | 30,294,703                     |
| <b>E-Commerce Merchants<br/>Registered with Banks</b> | 1,242             | 1,186             | 1,398             | 1,307             | 1,410                          |

**Table-4: Composition of Payment Cards**

(Actual Numbers)

| Number of:           | Quarter-1<br>FY19 | Quarter-2<br>FY19 | Quarter-3<br>FY19 | Quarter-1<br>FY19 | Quarter-1<br>FY20 <sup>P</sup> |
|----------------------|-------------------|-------------------|-------------------|-------------------|--------------------------------|
| Debit Cards          | 22,475,259        | 23,303,422        | 23,972,022        | 24,831,777        | 25,282,706                     |
| ATMs only Cards      | 8,722,621         | 8,805,431         | 8,692,010         | 8,485,391         | 8,072,487                      |
| Social Welfare Cards | 8,948,923         | 7,847,513         | 7,777,839         | 7,103,294         | 6,867,357                      |
| Credit Cards         | 1,483,730         | 1,522,366         | 1,555,508         | 1,589,120         | 1,619,343                      |
| Pre-Paid Cards       | 234,814           | 229,680           | 227,487           | 228,417           | 225,261                        |
| <b>Total</b>         | <b>41,865,347</b> | <b>41,708,412</b> | <b>42,224,866</b> | <b>42,237,999</b> | <b>42,202,113</b>              |

**Table-5: Payment Systems Transactions – Summary**

(Volume in Million & Value in Billion-PKR)

| Transaction Type          | Quarter-1    |                  | Quarter-2    |                  | Quarter-3    |                  | Quarter-4    |                  | Quarter-1         |                  |
|---------------------------|--------------|------------------|--------------|------------------|--------------|------------------|--------------|------------------|-------------------|------------------|
|                           | FY19         |                  | FY19         |                  | FY19         |                  | FY19         |                  | FY20 <sup>P</sup> |                  |
|                           | Volume       | Value            | Volume       | Value            | Volume       | Value            | Volume       | Value            | Volume            | Value            |
| PRISM System              | 0.6          | 97,400.3         | 0.7          | 98,322.2         | 0.6          | 107,099.9        | 0.6          | 95,346.4         | 0.6               | 111,170.5        |
| E-Banking                 | 202.0        | 12,344.2         | 217.0        | 14,723.6         | 217.7        | 14,810.1         | 233.0        | 16,942.8         | 224.3             | 15,615.1         |
| RTOB                      | 40.9         | 10,252.6         | 47.1         | 12,427.5         | 46.9         | 12,472.0         | 52.5         | 14,278.6         | 45.8              | 13,083.0         |
| ATM                       | 127.1        | 1,500.5          | 131.4        | 1,593.0          | 130.5        | 1,606.5          | 134.3        | 1,699.4          | 129.9             | 1,563.4          |
| POS                       | 16.6         | 78.7             | 18.2         | 89.8             | 18.3         | 90.0             | 19.2         | 107.7            | 18.9              | 92.3             |
| Internet Banking          | 9.0          | 369.5            | 10.2         | 444.2            | 8.6          | 362.3            | 11.9         | 546.2            | 12.2              | 574.4            |
| Mobile Phone Banking      | 7.2          | 135.0            | 8.5          | 159.9            | 11.9         | 271.3            | 13.4         | 300.7            | 15.2              | 291.8            |
| Call Centers/ IVR Banking | 0.1          | 2.2              | 0.1          | 2.4              | 0.1          | 2.3              | 0.1          | 2.4              | 0.1               | 2.1              |
| E-Commerce                | 1.2          | 5.7              | 1.5          | 7.0              | 1.3          | 5.7              | 1.7          | 7.7              | 2.2               | 8.1              |
| Paper-Based               | 114.1        | 35,770.5         | 120.7        | 36,539.0         | 117.2        | 35,421.2         | 113.4        | 38,123.3         | 115.4             | 33,616.3         |
| <b>Total</b>              | <b>316.8</b> | <b>145,515.0</b> | <b>337.7</b> | <b>149,584.7</b> | <b>335.4</b> | <b>157,331.2</b> | <b>347.0</b> | <b>166,236.6</b> | <b>340.3</b>      | <b>160,401.9</b> |

**Table-6: PRISM Transactions**

(Volume in thousand &amp; value in Trillion-PKR)

| Transaction Type             | Quarter-1    |             | Quarter-2    |             | Quarter-3    |              | Quarter-4    |             | Quarter-1         |              |
|------------------------------|--------------|-------------|--------------|-------------|--------------|--------------|--------------|-------------|-------------------|--------------|
|                              | FY19         |             | FY19         |             | FY19         |              | FY19         |             | FY20 <sup>P</sup> |              |
|                              | Volume       | Value       | Volume       | Value       | Volume       | Value        | Volume       | Value       | Volume            | Value        |
| Government Securities        | 14.7         | 68.6        | 16.5         | 68.2        | 15.8         | 73.9         | 15.3         | 64.2        | 19.9              | 77.6         |
| Inter-Bank Fund Transfers    | 60.3         | 18.6        | 72.1         | 18.3        | 69.8         | 21.9         | 69.8         | 17.5        | 73.5              | 21.1         |
| 3rd Party Customer Transfers | 532.7        | 6.8         | 563.3        | 8.0         | 497.8        | 7.8          | 497.4        | 8.8         | 477.4             | 8.9          |
| NIFT Clearing Settlement     | 14.1         | 3.5         | 16.3         | 3.8         | 15.6         | 3.5          | 15.2         | 4.9         | 14.6              | 3.6          |
| <b>Total</b>                 | <b>621.8</b> | <b>97.4</b> | <b>668.1</b> | <b>98.3</b> | <b>599.0</b> | <b>107.1</b> | <b>597.8</b> | <b>95.3</b> | <b>585.4</b>      | <b>111.2</b> |

**Table-7: Real-Time Online Branches (RTOBs) Transactions**

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

| Transaction Type           | Quarter-1   |                  | Quarter-2   |                  | Quarter-3   |                 | Quarter-4   |                 | Quarter-1         |                 |
|----------------------------|-------------|------------------|-------------|------------------|-------------|-----------------|-------------|-----------------|-------------------|-----------------|
|                            | FY19        |                  | FY19        |                  | FY19        |                 | FY19        |                 | FY20 <sup>P</sup> |                 |
|                            | Volume      | Value            | Volume      | Value            | Volume      | Value           | Volume      | Value           | Volume            | Value           |
| Cash Deposits              | 17.9        | 1,945.50         | 21.8        | 2,306.30         | 21.8        | 2,341.5         | 27.5        | 3,197.5         | 21.2              | 2,490.3         |
| Cash Withdrawals           | 8.8         | 791.0            | 9.8         | 874.8            | 9.5         | 898.1           | 9.0         | 995.5           | 8.9               | 1,061.6         |
| Intra-Bank Funds Transfers | 14.2        | 7,516.00         | 15.5        | 9,246.40         | 15.6        | 9,232.4         | 16.0        | 10,085.6        | 15.7              | 9,531.1         |
| <b>Total</b>               | <b>40.9</b> | <b>10,252.60</b> | <b>47.1</b> | <b>12,427.50</b> | <b>46.9</b> | <b>12,472.0</b> | <b>52.5</b> | <b>14,278.6</b> | <b>45.8</b>       | <b>13,083.0</b> |

**Table-8: ATM Transactions**

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

| Transaction Type           | Quarter-1    |                | Quarter-2    |                | Quarter-3    |                | Quarter-4    |                | Quarter-1         |                |
|----------------------------|--------------|----------------|--------------|----------------|--------------|----------------|--------------|----------------|-------------------|----------------|
|                            | FY19         |                | FY19         |                | FY19         |                | FY19         |                | FY20 <sup>P</sup> |                |
|                            | Volume       | Value          | Volume       | Value          | Volume       | Value          | Volume       | Value          | Volume            | Value          |
| Cash withdrawals           | 121.0        | 1,328.6        | 124.8        | 1,409.4        | 124.5        | 1,434.5        | 128.3        | 1,496.5        | 124.6             | 1,419.1        |
| Intra-Bank                 | 2.3          | 72.4           | 2.2          | 86.4           | 2.2          | 76.0           | 2.0          | 105.2          | 1.7               | 56.7           |
| Inter-Bank Funds Transfers | 1.8          | 90.3           | 2.1          | 86.7           | 1.8          | 87.4           | 1.7          | 84.6           | 1.5               | 74.2           |
| Utilities Bill Payments    | 1.8          | 6.2            | 2.1          | 5.3            | 1.9          | 3.2            | 2.1          | 5.8            | 2.0               | 7.3            |
| Cash/Instrument Deposits   | 0.1          | 2.9            | 0.1          | 5.0            | 0.1          | 5.2            | 0.1          | 7.2            | 0.1               | 5.9            |
| <b>Total</b>               | <b>127.1</b> | <b>1,500.4</b> | <b>131.4</b> | <b>1,593.0</b> | <b>130.5</b> | <b>1,606.4</b> | <b>134.3</b> | <b>1,699.4</b> | <b>129.9</b>      | <b>1,563.4</b> |

**Table-9: Internet Banking Transactions**

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

| Transaction Type               | Quarter-1  |              | Quarter-2   |              | Quarter-3  |              | Quarter-4   |              | Quarter-1         |              |
|--------------------------------|------------|--------------|-------------|--------------|------------|--------------|-------------|--------------|-------------------|--------------|
|                                | FY19       |              | FY19        |              | FY19       |              | FY19        |              | FY20 <sup>P</sup> |              |
|                                | Volume     | Value        | Volume      | Value        | Volume     | Value        | Volume      | Value        | Volume            | Value        |
| Intra-Bank Fund Transfers      | 2.2        | 96.4         | 2.5         | 118.9        | 2.1        | 94.5         | 2.5         | 127.7        | 4.8               | 218.8        |
| Inter-Bank                     | 2.9        | 139.1        | 3.4         | 181.1        | 3.1        | 159.8        | 5.5         | 287.4        | 3.5               | 180.8        |
| Utilities Bill Payments        | 3.3        | 12.1         | 3.4         | 15.0         | 2.8        | 15.0         | 3.1         | 21.6         | 3.1               | 27.1         |
| Misc. Payment Through Internet | 0.7        | 121.9        | 0.8         | 129.3        | 0.7        | 92.9         | 0.8         | 109.5        | 0.8               | 147.6        |
| <b>Total</b>                   | <b>9.0</b> | <b>369.5</b> | <b>10.2</b> | <b>444.2</b> | <b>8.6</b> | <b>362.3</b> | <b>11.9</b> | <b>546.2</b> | <b>12.2</b>       | <b>574.4</b> |

**Table-10: Mobile Phone Banking Transactions**

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

| Transaction Type             | Quarter-1  |              | Quarter-2  |              | Quarter-3   |              | Quarter-4   |              | Quarter-1         |              |
|------------------------------|------------|--------------|------------|--------------|-------------|--------------|-------------|--------------|-------------------|--------------|
|                              | FY19       |              | FY19       |              | FY19        |              | FY19        |              | FY20 <sup>P</sup> |              |
|                              | Volume     | Value        | Volume     | Value        | Volume      | Value        | Volume      | Value        | Volume            | Value        |
| Intra-Bank Fund Transfers    | 1.9        | 59.8         | 2.3        | 72.0         | 3.2         | 110.3        | 3.6         | 122.7        | 4.0               | 122.2        |
| Inter-Bank                   | 1.6        | 64.8         | 1.9        | 77.0         | 2.7         | 111.3        | 2.9         | 114.1        | 3.4               | 117.2        |
| Utilities Bill Payments      | 3.5        | 5.0          | 3.9        | 4.3          | 5.3         | 4.7          | 6.1         | 6.6          | 6.7               | 10.9         |
| Misc. Payment Through Mobile | 0.3        | 5.4          | 0.4        | 6.7          | 0.7         | 45.0         | 0.8         | 57.3         | 1.1               | 41.6         |
| <b>Total</b>                 | <b>7.2</b> | <b>135.0</b> | <b>8.5</b> | <b>159.9</b> | <b>11.9</b> | <b>271.3</b> | <b>13.4</b> | <b>300.7</b> | <b>15.2</b>       | <b>291.8</b> |

**Table-11: Call Center/ IVR Banking Transactions**

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

| Transactions Type          | Quarter-1   |            | Quarter-2   |            | Quarter-3   |            | Quarter-4   |            | Quarter-1         |            |
|----------------------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------------|------------|
|                            | FY19        |            | FY19        |            | FY19        |            | FY19        |            | FY20 <sup>P</sup> |            |
|                            | Volume      | Value      | Volume      | Value      | Volume      | Value      | Volume      | Value      | Volume            | Value      |
| Intra-Bank Fund Transfers  | 6.0         | 0.2        | 6.1         | 0.2        | 5.6         | 0.2        | 5.5         | 0.2        | 4.8               | 0.2        |
| Inter-Bank Funds Transfers | 0.3         | 0.0        | 0.2         | 0.0        | 0.3         | 0.0        | 0.3         | 0.0        | 0.3               | 0.0        |
| Utilities Bill Payments    | 23.9        | 0.4        | 18.0        | 0.3        | 14.0        | 0.2        | 13.4        | 0.2        | 9.0               | 0.2        |
| Misc. Payment Through Call | 43.8        | 1.6        | 47.9        | 1.9        | 46.2        | 1.9        | 44.4        | 1.9        | 40.8              | 1.7        |
| <b>Total</b>               | <b>74.0</b> | <b>2.2</b> | <b>72.2</b> | <b>2.4</b> | <b>66.0</b> | <b>2.3</b> | <b>63.5</b> | <b>2.4</b> | <b>54.9</b>       | <b>2.1</b> |

**Table-12: ATM Transactions - By Payment Cards**

(Volume in Million & Value in Billion-PKR)

| Transaction Type     | Quarter-1    |               | Quarter-2    |                | Quarter-3    |                | Quarter-4    |                | Quarter-1         |                |
|----------------------|--------------|---------------|--------------|----------------|--------------|----------------|--------------|----------------|-------------------|----------------|
|                      | FY19         |               | FY19         |                | FY19         |                | FY19         |                | FY20 <sup>P</sup> |                |
|                      | Volume       | Value         | Volume       | Value          | Volume       | Value          | Volume       | Value          | Volume            | Value          |
| ATMs only Cards      | 16.6         | 171.8         | 16.7         | 169.3          | 16.9         | 176.0          | 15.7         | 198.2          | 14.4              | 150.5          |
| Debit Cards          | 105.7        | 1313.4        | 112.1        | 1,410.3        | 109.9        | 1,401.9        | 113.3        | 1,456.4        | 110.7             | 1,376.3        |
| Credit Cards         | 0.0          | 0.5           | 0.0          | 0.5            | 0.0          | 0.5            | 0.0          | 0.6            | 0.1               | 0.7            |
| Pre-Paid Cards       | 0.2          | 1.1           | 0.2          | 1.0            | 0.1          | 0.9            | 0.1          | 0.9            | 0.1               | 0.8            |
| Social Welfare Cards | 2.1          | 8.5           | 1.8          | 10.3           | 1.6          | 8.8            | 1.2          | 7.2            | 1.2               | 5.4            |
| <b>Total</b>         | <b>124.7</b> | <b>1495.3</b> | <b>130.9</b> | <b>1,591.4</b> | <b>128.6</b> | <b>1,588.0</b> | <b>130.5</b> | <b>1,663.3</b> | <b>126.4</b>      | <b>1,533.6</b> |

**Table-13: POS Transactions - By Payment Cards**

(Volume in Million & Value in Billion-PKR)

| Transaction Type     | Quarter-1   |             | Quarter-2   |             | Quarter-3   |             | Quarter-4   |              | Quarter-1         |             |
|----------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|-------------------|-------------|
|                      | FY19        |             | FY19        |             | FY19        |             | FY19        |              | FY20 <sup>P</sup> |             |
|                      | Volume      | Value       | Volume      | Value       | Volume      | Value       | Volume      | Value        | Volume            | Value       |
| ATMs only Cards      | 0.2         | 3.2         | 0.1         | 2.4         | 0.1         | 1.7         | 0.1         | 2.1          | 0.0               | 0.5         |
| Debit Cards          | 10.4        | 40.8        | 11.9        | 46.2        | 12.2        | 46.8        | 13.3        | 51.5         | 12.5              | 47.7        |
| Credit Cards         | 8.4         | 47.0        | 7.8         | 43.7        | 7.7         | 43.6        | 8.5         | 48.9         | 8.7               | 49.8        |
| Pre-Paid Cards       | 0.0         | 0.1         | 0.0         | 0.1         | 0.0         | 0.0         | 0.0         | 0.0          | 0.0               | 0.0         |
| Social Welfare Cards | 0.3         | 1.3         | 0.2         | 0.8         | 0.3         | 1.0         | 0.1         | 0.2          | 0.0               | 0.1         |
| <b>Total</b>         | <b>19.4</b> | <b>92.3</b> | <b>20.0</b> | <b>93.0</b> | <b>20.3</b> | <b>93.1</b> | <b>22.0</b> | <b>102.8</b> | <b>21.3</b>       | <b>98.0</b> |

**Table-14: E-Commerce Transactions by Cards**

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

| Transaction Type | Quarter-1  |             | Quarter-2  |             | Quarter-3  |             | Quarter-4  |             | Quarter-1         |             |
|------------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|-------------------|-------------|
|                  | FY19       |             | FY19       |             | FY19       |             | FY19       |             | FY20 <sup>P</sup> |             |
|                  | Volume     | Value       | Volume     | Value       | Volume     | Value       | Volume     | Value       | Volume            | Value       |
| Debit Cards      | 0.9        | 4.1         | 0.9        | 3.7         | 1.1        | 3.8         | 1.3        | 4.5         | 2.3               | 7.1         |
| Credit Cards     | 1.1        | 7.2         | 1.4        | 8.2         | 1.4        | 8.5         | 1.5        | 10.2        | 1.7               | 10.5        |
| Pre-Paid Cards   | 0.1        | 0.2         | 0.1        | 0.3         | 0.1        | 0.3         | 0.1        | 0.2         | -                 | -           |
| <b>Total</b>     | <b>2.2</b> | <b>11.6</b> | <b>2.4</b> | <b>12.3</b> | <b>2.5</b> | <b>12.5</b> | <b>2.9</b> | <b>14.9</b> | <b>4.0</b>        | <b>17.6</b> |

## Acronyms

|       |   |
|-------|---|
| ATM   | Auto Teller Machine   |
| CDM   | Cash Deposits Machine                                       |
| CNP   | Card not Present  |
| IVR   | Interactive Voice Response                                  |
| MFB   | Microfinance Bank   |
| NIFT  | National Institutional Facilitation Technologies (Pvt.) Ltd |
| OTC   | Over the Counter  |
| PRISM | Pakistan Real-time Interbank Settlement Mechanism           |
| PSD   | Payment Systems Department                                  |
| RTGS  | Real-Time Gross Settlement System                           |
| RTOB  | Real-time online Branches                                   |

The number of Banks, Branches, ATMs, POS, Registered Users and Payment Card figures wherever mentioned in this Review are the position as on end Quarter basis whereas the volume and value of transactions are during the quarter figure. The data of ATMs, POS is reported by the Acquirers whereas Card-wise data of the same channels is reported by the Issuers, due to this difference may exist. P is used for provisional.

### Disclaimer

In this Review, the statistics and statistical analysis are based on the data received from Commercial and Microfinance Banks. Although a great deal of care has been taken to ensure publication of correct information and data; This Review is being published for the purpose of information and analysis of stakeholders. Further, there may be minor differences due to rounding-off numbers.

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