## OVERVIEW - PAYMENT SYSTEMS STATISTICS FOR SECOND OUARTER OF FY2014-15

On the Large Value Payment Systems side, Real Time Gross Settlement System (RTGS) known in Pakistan as Pakistan Realtime Interbank Settlement Mechanism (PRISM) settled 188,424 transactions of value Rs.42.4 Trillion during the second quarter of FY2014-15. This showed an increase of almost 14% and over 38% in volume and value respectively, compared to that in first quarter of FY2014-15; whereas a growth of over 8% and around 15% in terms of volume and value respectively were recorded during the same period in the previous fiscal year. Transactions amounting to Rs.24.1 trillion were settled through Securities Settlement System during the quarter under review, which is Rs. 9.5 trillion more as compared to the first quarter of FY2014-15, which was the main reason for the considerable growth in RTGS transactions value.

On the Retail Payment Systems side, during the second quarter of FY2014-15, the volume and value of e-banking transactions have been reported as 112.3 million and Rs. 8.8 trillion respectively. This showed an increase of over 2% in terms of volume and almost 5% in terms of value, compared to that in first quarter of FY2014-15. The Internet Banking transactions volume during the second quarter of FY2014-15 has shown a slight increase of 0.5% with a nominal decline of 2.16 % in value, whereas, the Point of Sale (POS) transactions volume has declined slightly by 0.6% and the value decreased by 4.2% compared to that in first quarter of FY2014-15. Further, in the second quarter of FY2014-15, the volume and value of Mobile Banking transactions have declined by 20% and 2% respectively as compared to the previous quarter of FY2014-15.

In terms of e-banking transactions volume, ATMs transactions have the leading share of 64.3% showing a growth of over 3% in volume and a slight increase of 1.3% in value as compared to that in the first quarter of FY2014-15. On the other hand, in terms of value, Real-Time Online Branch (RTOB) transactions have the major share of 88.5% in e-banking showing a growth of over 4% and over 5% in volume and value respectively compared to that in second quarter of FY2014-15. Non financial transactions<sup>1</sup>, during the second quarter of FY2014-15 have shown a growth of over 2%.

Payment Systems infrastructure continues to grow during the second quarter of FY2014-15. Automated Teller Machines (ATM) Network with a growth of almost 6.9% reached to 9,018 ATMs during the second quarter of FY2014-15. Thus, on average more than six ATMs were deployed daily by the banks during the quarter ended December, 2014, whereas, RTOB and

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<sup>&</sup>lt;sup>1</sup> Non-Financial transactions include Balance Enquiry, Credentials and Cheque Book Issuance requests etc through Alternative Delivery Channels.

Point of Sale (POS) Network with the growth of 3.4% and 1.4% have reached at 11,149 branches and 34,945 terminals respectively. Similarly, more than 319,000 plastic cards have been issued during the quarter which took plastic card inventory to around 26 million by the end of the quarter under review. Out of which, 23.7 million are debit cards, 1.3 millions are credit cards and 0.9 millions are ATM Only Cards. Registered users of Internet Banking, Mobile banking and Call Centre banking with the growth of over 4% have reached to 18.62 million by the end of second quarter of FY2014-15.

## Payment Systems Department Payment Systems Statistics Second Quarter of FY2014-15, (October-December , 2014)

(Number in Thousands & Amount in Million Rupees)

Ist Quarter FY2014-15   2nd Quarter FY14-15		(Number in Thousands & Amount in Million Rupees)				
PRISM Transactions	Type of Transactions	Type of Transactions				
1.1 Interbank Fund Transfer	1					
1.2 Retail Cheque Clearing		,				
1.3 Securities Settlement						
2. E-banking Transactions	1.2 Retail Cheque Clearing		2,945,748		3,232,958	
2.1.   Payment Through Internet			14,555,565		24,136,142	
2.1.1 Payment Through Internet			8,414,049	112,342	8,827,469	
2.1.2 Utility Bills Payment	2.1 Internet Banking Transactions	3,678	191,606	3,698	187,463	
2.1.3 A/c to A/c Funds Transfer	2.1.1 Payment Through Internet	578	82,985		78,511	
2.1.4 3rd Party Ac to Ac Funds Transfer	2.1.2 Utility Bills Payment	970	3,404	1,040	2,483	
2.2 POS Transactions	2.1.3 A/c to A/c Funds Transfer	985	54,235	1,037	52,717	
2.3 Mobile Banking Transactions	2.1.4 3rd Party A/c to A/c Funds Transfer	1,143	50,982	1,076	53,751	
2.3.1 Payment Through Mobile	2.2 POS Transactions	7,726	43,297	7,676	41,478	
2.3.2 Utility Bills Payment         1,267         2,496         845         1,202           2.3.2 AV to AV F Funds Transfer         220         7,965         248         9,388           2.3.3 3rd Party AV to AV Funds Transfer         320         13,488         318         12,766           2.4 ATM Transactions         69,885         747,947         72,219         757,994           2.4.1 Cash Withdrawal         66,993         606,572         69,612         637,843           2.4.2 Cash Deposit         1         1         13         18         242           2.4.2 Cash Deposit         1         1         13         18         242           2.4.3 Utility Bills Payment         208         757         201         624           2.4.4 AV to AV Funds Transfer         1,175         60,058         1,021         48,325           2.4.5 Third Party AV to AV Funds Transfer         1,508         80,547         1,367         70,960           2.5 Call Center / IVR Banking Transactions         203         2,581         185         2,324           2.5.1 Payment Through Call Center         87         743         84         691           2.5.2 Utility Bills Payment         88         623         73         380	2.3 Mobile Banking Transactions	1,887	24,361	1,503	23,819	
2.3.2 A/c to A/c Funds Transfer         220         7,965         248         9,388           2.3.3 3rd Party A/c to A/c Funds Transfer         320         13,488         318         12,766           2.4 ATM Transactions         69,885         747,947         72,219         757,994           2.4.1 Cash Withdrawal         66,993         606,572         69,612         637,843           2.4.2 Cash Deposit         1         13         18         242           2.4.3 Utility Bills Payment         208         757         201         624           2.4.4 A/c to A/c Funds Transfer         1,175         60,058         1,261         48,325           2.4.5 Third Party A/c to A/c Funds Transfer         1,508         80,547         1,367         70,960           2.5 Call Center / IVR Banking Transactions         203         2,581         185         2,324           2.5.1 Payment Through Call Center         87         743         84         691           2.5.2 Villity Bills Payment         88         623         73         380           2.5.1 Payment Through Call Center         87         743         84         691           2.5.2 Villity Bills Payment         88         623         73         380           2.5.3	2.3.1 Payment Through Mobile	80	412	91	464	
2.3.3 3rd Party A/c to A/c Funds Transfer         320         13.488         318         12,766           2.4 ATM Transactions         69,885         747,947         72,219         757,994           2.4.1 Cash Withdrawal         66,993         606,572         637,843           2.4.2 Cash Deposit         1         13         18         242           2.4.3 Utility Bills Payment         208         757         201         624           2.4.4 A/c to A/c Funds Transfer         1,175         60,058         1,021         48,325           2.4.5 Third Party A/c to A/c Funds Transfer         1,508         80,547         1,367         70,960           2.5 Call Center / IVR Banking Transactions         203         2,581         185         2,324           2.5.1 Payment Through Call Center         87         743         84         691           2.5.2 Utility Bills Payment         88         623         73         380           2.5.3 A/c to A/c Funds Transfer         2         93         2         89           2.6.1 Real Time Cash Withdrawls         5,486         495,991         5,880         518,170           2.6.1 Real Time Cash Deposits         8,689         734,792         9,195         751,336           2.6.2 Real T	2.3.2 Utility Bills Payment	1,267	2,496	845	1,202	
2.3.3 3rd Party A/c to A/c Funds Transfer         320         13.488         318         12,766           2.4 ATM Transactions         69,885         747,947         72,219         757,994           2.4.1 Cash Withdrawal         66,993         606,572         637,843           2.4.2 Cash Deposit         1         13         18         242           2.4.3 Utility Bills Payment         208         757         201         624           2.4.4 A/c to A/c Funds Transfer         1,175         60,058         1,021         48,325           2.4.5 Third Party A/c to A/c Funds Transfer         1,508         80,547         1,367         70,960           2.5 Call Center / IVR Banking Transactions         203         2,581         185         2,324           2.5.1 Payment Through Call Center         87         743         84         691           2.5.2 Utility Bills Payment         88         623         73         380           2.5.3 A/c to A/c Funds Transfer         2         93         2         89           2.6.1 Real Time Cash Withdrawls         5,486         495,991         5,880         518,170           2.6.1 Real Time Cash Deposits         8,689         734,792         9,195         751,336           2.6.2 Real T	2.3.2 A/c to A/c Funds Transfer	220	7,965	248	9,388	
2.4 ATM Transactions         69,885         747,947         72,219         757,994           2.4.1 Cash Withdrawal         66,993         606,572         69,612         637,843           2.4.2 Cash Deposit         1         13         18         242           2.4.3 Utility Bills Payment         208         757         201         624           2.4.4 A/c to A/c Funds Transfer         1,175         60,058         1,021         48,325           2.4.5 Third Party A/c to A/c Funds Transfer         1,508         80,547         1,367         70,960           2.5 Call Center / IVR Banking Transactions         203         2,581         185         2,324           2.5.1 Payment Through Call Center         87         743         84         691           2.5.2 Utility Bills Payment         88         623         73         380           2.5.3 A/c to A/c Funds Transfer         26         1,122         27         1,164           2.5.4 3rd Party A/c to A/c Funds Transfer         2         93         2         89           2.6 RTOB Transactions         25,951         7,404,257         27,062         7,814,391           2.6.1 Real Time Cash Withdraws         5,486         495,991         5,880         518,170		320	13,488	318	12,766	
2.4.1 Cash Withdrawal         66,993         606,572         69,612         637,843           2.4.2 Cash Deposit         1         13         18         242           2.4.3 Utiliy Bills Payment         208         757         201         624           2.4.4 AVc to AVc Funds Transfer         1,175         60,058         1,021         48,325           2.4.5 Third Party AVc to AVc Funds Transfer         1,508         80,547         1,367         70,960           2.5 Call Center / IVR Banking Transactions         203         2,581         185         2,324           2.5.1 Payment Through Call Center         87         743         84         691           2.5.2 Utility Bills Payment         88         623         73         380           2.5.3 AVc to AVc Funds Transfer         26         1,122         27         1,164           2.5.4 3rd Party A/c to A/c Funds Transfer         2         93         2         89           2.6.1 Real Time Cash Withdrawls         5,486         495,991         5,880         518,170           2.6.1 Real Time Cash Deposits         8,689         734,792         9,195         751,336           2.6.3 Real Time A/C to A/C Funds Transfers         7,058         4,170,208         7,612         4,570,186		69,885	747,947	72,219	757,994	
2.4.3 Utility Bills Payment         208         757         201         624           2.4.4 A/c to A/c Funds Transfer         1,175         60,058         1,021         48,325           2.4.5 Third Party A/c to A/c Funds Transfer         1,508         80,547         1,367         70,960           2.5 Call Center / IVR Banking Transactions         203         2,581         185         2,324           2.5.1 Payment Through Call Center         87         743         84         691           2.5.2 Utility Bills Payment         88         623         73         380           2.5.3 A/c to A/c Funds Transfer         26         1,122         27         1,164           2.5.4 3rd Party A/c to A/c Funds Transfer         2         93         2         89           2.6.1 Real Time Cash Withdrawls         5,486         495,991         5,880         518,170           2.6.2 Real Time Cash Withdrawls         5,486         495,991         5,880         518,170           2.6.2 Real Time A/C to A/C Funds Transfers         7,058         4,170,208         7,612         4,570,186           2.6.4 Real Time Ard Party A/C to A/C Funds Transfers         4,717         2,003,266         4,374         1,974,700           2.7 Non Financial Transactions through E-banking         54	2.4.1 Cash Withdrawal			69,612		
2.4.4 A/c to A/c Funds Transfer         1,175         60,058         1,021         48,325           2.4.5 Third Party A/c to A/c Funds Transfer         1,508         80,547         1,367         70,960           2.5 Call Center / IVR Banking Transactions         203         2,581         185         2,324           2.5.1 Payment Through Call Center         87         743         84         691           2.5.2 Utility Bills Payment         88         623         73         380           2.5.3 A/c to A/c Funds Transfer         26         1,122         27         1,164           2.5.4 3rd Party A/c to A/c Funds Transfer         293         289         289           2.6 RTOB Transactions         25,951         7,404,257         27,062         7,814,391           2.6.1 Real Time Cash Withdrawls         5,486         495,991         5,880         518,170           2.6.2 Real Time Cash Deposits         8,689         734,792         9,195         751,336           2.6.3 Real Time A/C to A/C Funds Transfers         7,058         4,170,208         7,612         4,570,186           2.7. Non Financial Transactions through E-banking         54,438         55,844           2.7.1 Automated Teller Machines (ATMs)         26,491         25,704           2.7.2	2.4.2 Cash Deposit	1	13	18	242	
2.4.4 A/c to A/c Funds Transfer         1,175         60,058         1,021         48,325           2.4.5 Third Party A/c to A/c Funds Transfer         1,508         80,547         1,367         70,960           2.5 Call Center / IVR Banking Transactions         203         2,581         185         2,324           2.5.1 Payment Through Call Center         87         743         84         691           2.5.2 Utility Bills Payment         88         623         73         380           2.5.3 A/c to A/c Funds Transfer         26         1,122         27         1,164           2.5.4 3rd Party A/c to A/c Funds Transfer         293         289         289           2.6 RTOB Transactions         25,951         7,404,257         27,062         7,814,391           2.6.1 Real Time Cash Withdrawls         5,486         495,991         5,880         518,170           2.6.2 Real Time Cash Deposits         8,689         734,792         9,195         751,336           2.6.3 Real Time A/C to A/C Funds Transfers         7,058         4,170,208         7,612         4,570,186           2.7. Non Financial Transactions through E-banking         54,438         55,844           2.7.1 Automated Teller Machines (ATMs)         26,491         25,704           2.7.2	1	208				
2.4.5 Third Party A/c to A/c Funds Transfer	, ,					
2.5 Call Center / IVR Banking Transactions         203         2,581         185         2,324           2.5.1 Payment Through Call Center         87         743         84         691           2.5.2 Utility Bills Payment         88         623         73         380           2.5.3 A/c to A/c Funds Transfer         26         1,122         27         1,164           2.5.4 3rd Party A/c to A/c Funds Transfer         2         93         2         89           2.6 RTOB Transactions         25,951         7,404,257         27,062         7,814,391           2.6.1 Real Time Cash Withdrawls         5,486         495,991         5,880         518,170           2.6.2 Real Time Cash Deposits         8,689         734,792         9,195         751,336           2.6.3 Real Time A/C to A/C Funds Transfers         7,058         4,170,208         7,612         4,570,186           2.6.4 Real Time 3rd Party A/C to A/C Funds Transfers         4,717         2,003,266         4,374         1,974,700           2.7 Non Financial Transactions through E-banking         54,438         55,844           2.7.1 Automated Teller Machines (ATMs)         26,491         25,704           2.7.2 Internet         13,702         14,021           2.7.3 Mobile         11,074 <td></td> <td>,</td> <td></td> <td></td> <td></td>		,				
2.5.1 Payment Through Call Center         87         743         84         691           2.5.2 Utility Bills Payment         88         623         73         380           2.5.3 A/c to A/c Funds Transfer         26         1,122         27         1,164           2.5.4 3rd Party A/c to A/c Funds Transfer         2         93         2         89           2.6 RTOB Transactions         25,951         7,404,257         27,062         7,814,391           2.6.1 Real Time Cash Withdrawls         5,486         495,991         5,880         518,170           2.6.2 Real Time Cash Deposits         8,689         734,792         9,195         751,336           2.6.3 Real Time A/C to A/C Funds Transfers         7,058         4,170,208         7,612         4,570,186           2.6.4 Real Time 3rd Party A/C to A/C Funds Transfers         4,717         2,003,266         4,374         1,974,700           2.7 Non Financial Transactions through E-banking         54,438         55,844           2.7.1 Automated Teller Machines (ATMs)         26,491         25,704           2.7.2 Internet         13,702         14,021           2.7.3 Mobile         11,074         12,983           2.7.4 Call Centre         3,171         3,136           3. Pager	·					
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2.5.3 A/c to A/c Funds Transfer         26         1,122         27         1,164           2.5.4 3rd Party A/c to A/c Funds Transfer         2         93         2         89           2.6 RTOB Transactions         25,951         7,404,257         27,062         7,814,391           2.6.1 Real Time Cash Withdrawls         5,486         495,991         5,880         518,170           2.6.2 Real Time Cash Deposits         8,689         734,792         9,195         751,336           2.6.3 Real Time A/C to A/C Funds Transfers         7,058         4,170,208         7,612         4,570,186           2.6.4 Real Time 3rd Party A/C to A/C Funds Transfers         4,717         2,003,266         4,374         1,974,700           2.7 Non Financial Transactions through E-banking         54,438         55,844           2.7.1 Automated Teller Machines (ATMs)         26,491         25,704           2.7.2 Internet         13,702         14,021           2.7.3 Mobile         11,074         12,983           2.7.4 Call Centre         3,171         3,136           3. Paper Based Transactions         89,243         30,275,473         94,287         32,868,802           3.1 Cash withdrawals through Cheques         41,784         4,087,163         43,001         4,417,168<						
2.5.4 3rd Party A/c to A/c Funds Transfer         2         93         2         89           2.6 RTOB Transactions         25,951         7,404,257         27,062         7,814,391           2.6.1 Real Time Cash Withdrawls         5,486         495,991         5,880         518,170           2.6.2 Real Time Cash Deposits         8,689         734,792         9,195         751,336           2.6.3 Real Time A/C to A/C Funds Transfers         7,058         4,170,208         7,612         4,570,186           2.6.4 Real Time 3rd Party A/C to A/C Funds Transfers         4,717         2,003,266         4,374         1,974,700           2.7 Non Financial Transactions through E-banking         54,438         55,844           2.7.1 Automated Teller Machines (ATMs)         26,491         25,704           2.7.2 Internet         13,702         14,021           2.7.3 Mobile         11,074         12,983           2.7.4 Call Centre         3,171         3,136           3. Paper Based Transactions         89,243         30,275,473         94,287         32,868,802           3.1 Cash withdrawals through Cheques         41,784         4,087,163         43,001         4,417,168           3.2 Transfer through Cheques         15,565         6,719,747         15,672         <						
2.6 RTOB Transactions         25,951         7,404,257         27,062         7,814,391           2.6.1 Real Time Cash Withdrawls         5,486         495,991         5,880         518,170           2.6.2 Real Time Cash Deposits         8,689         734,792         9,195         751,336           2.6.3 Real Time A C to A C Funds Transfers         7,058         4,170,208         7,612         4,570,186           2.6.4 Real Time 3rd Party A C to A C Funds Transfers         4,717         2,003,266         4,374         1,974,700           2.7 Non Financial Transactions through E-banking         54,438         55,844           2.7.1 Automated Teller Machines (ATMs)         26,491         25,704           2.7.2 Internet         13,702         14,021           2.7.3 Mobile         11,074         12,983           2.7.4 Call Centre         3,171         3,136           3. Paper Based Transactions         89,243         30,275,473         94,287           3.1 Cash withdrawals through Cheques         41,784         4,087,163         43,001         4,417,168           3.2 Transfer through Cheques         15,565         6,719,747         15,672         7,035,422           3.3 Cheque Refund         34         70,436         25         66,559						
2.6.1 Real Time Cash Withdrawls       5,486       495,991       5,880       518,170         2.6.2 Real Time Cash Deposits       8,689       734,792       9,195       751,336         2.6.3 Real Time A C to A C Funds Transfers       7,058       4,170,208       7,612       4,570,186         2.6.4 Real Time 3rd Party A C to A C Funds Transfers       4,717       2,003,266       4,374       1,974,700         2.7 Non Financial Transactions through E-banking       54,438       55,844         2.7.1 Automated Teller Machines (ATMs)       26,491       25,704         2.7.2 Internet       13,702       14,021         2.7.3 Mobile       11,074       12,983         2.7.4 Call Centre       3,171       3,136         3. Paper Based Transactions       89,243       30,275,473       94,287       32,868,802         3.1 Cash withdrawals through Cheques       41,784       4,087,163       43,001       4,417,168         3.2 Transfer through Cheques       15,565       6,719,747       15,672       7,035,422         3.3 Cheque Refund       34       70,436       25       66,559         3.4 Pay Orders       2,110       1,620,502       2,130       1,728,380         3.5 Demand Drafts       1,442       615,496       1,396 <td>,</td> <td></td> <td></td> <td></td> <td></td>	,					
2.6.2 Real Time Cash Deposits       8,689       734,792       9,195       751,336         2.6.3 Real Time A\C to A\C Funds Transfers       7,058       4,170,208       7,612       4,570,186         2.6.4 Real Time 3rd Party A\C to A\C Funds Transfers       4,717       2,003,266       4,374       1,974,700         2.7 Non Financial Transactions through E-banking       54,438       55,844         2.7.1 Automated Teller Machines (ATMs)       26,491       25,704         2.7.2 Internet       13,702       14,021         2.7.3 Mobile       11,074       12,983         2.7.4 Call Centre       3,171       3,136         3. Paper Based Transactions       89,243       30,275,473       94,287       32,868,802         3.1 Cash withdrawals through Cheques       41,784       4,087,163       43,001       4,417,168         3.2 Transfer through Cheques       26,808       14,862,237       30,553       16,581,949         3.3 Clearing through Cheques       15,565       6,719,747       15,672       7,035,422         3.4 Pay Orders       2,110       1,620,502       2,130       1,728,380         3.5 Demand Drafts       1,442       615,496       1,396       694,204         3.6 Telegraphic Transfers       223       589,773		,	, ,		, ,	
2.6.3 Real Time A∖C to A∖C Funds Transfers       7,058       4,170,208       7,612       4,570,186         2.6.4 Real Time 3rd Party A∖C to A∖C Funds Transfers       4,717       2,003,266       4,374       1,974,700         2.7 Non Financial Transactions through E-banking       54,438       55,844         2.7.1 Automated Teller Machines (ATMs)       26,491       25,704         2.7.2 Internet       13,702       14,021         2.7.3 Mobile       11,074       12,983         2.7.4 Call Centre       3,171       3,136         3. Paper Based Transactions       89,243       30,275,473       94,287       32,868,802         3.1 Cash withdrawals through Cheques       41,784       4,087,163       43,001       4,417,168         3.2 Transfer through Cheques       26,808       14,862,237       30,553       16,581,949         3.3 Clearing through Cheques       15,565       6,719,747       15,672       7,035,422         3.3 Cheque Refund       34       70,436       25       66,559         3.4 Pay Orders       2,110       1,620,502       2,130       1,728,380         3.5 Demand Drafts       1,442       615,496       1,396       694,204         3.6 Telegraphic Transfers       496       731,718       471			·			
2.6.4 Real Time 3rd Party A\C to A\C Funds Transfers       4,717       2,003,266       4,374       1,974,700         2.7 Non Financial Transactions through E-banking       54,438       55,844         2.7.1 Automated Teller Machines (ATMs)       26,491       25,704         2.7.2 Internet       13,702       14,021         2.7.3 Mobile       11,074       12,983         2.7.4 Call Centre       3,171       3,136         3. Paper Based Transactions       89,243       30,275,473       94,287       32,868,802         3.1 Cash withdrawals through Cheques       41,784       4,087,163       43,001       4,417,168         3.2 Transfer through Cheques       26,808       14,862,237       30,553       16,581,949         3.3 Clearing through Cheques       15,565       6,719,747       15,672       7,035,422         3.3 Cheque Refund       34       70,436       25       66,559         3.4 Pay Orders       2,110       1,620,502       2,130       1,728,380         3.5 Demand Drafts       1,442       615,496       1,396       694,204         3.6 Telegraphic Transfers       496       731,718       471       708,438         3.7 Mail Transfers       223       589,773       195       571,196			•			
2.7 Non Financial Transactions through E-banking         54,438         55,844           2.7.1 Automated Teller Machines (ATMs)         26,491         25,704           2.7.2 Internet         13,702         14,021           2.7.3 Mobile         11,074         12,983           2.7.4 Call Centre         3,171         3,136           3. Paper Based Transactions         89,243         30,275,473         94,287         32,868,802           3.1 Cash withdrawals through Cheques         41,784         4,087,163         43,001         4,417,168           3.2 Transfer through Cheques         26,808         14,862,237         30,553         16,581,949           3.3 Clearing through Cheques         15,565         6,719,747         15,672         7,035,422           3.3 Cheque Refund         34         70,436         25         66,559           3.4 Pay Orders         2,110         1,620,502         2,130         1,728,380           3.5 Demand Drafts         1,442         615,496         1,396         694,204           3.6 Telegraphic Transfers         496         731,718         471         708,438           3.7 Mail Transfers         223         589,773         195         571,196           3.8 Dividend Warrants         168						
2.7.1 Automated Teller Machines (ATMs)       26,491       25,704         2.7.2 Internet       13,702       14,021         2.7.3 Mobile       11,074       12,983         2.7.4 Call Centre       3,171       3,136         3. Paper Based Transactions       89,243       30,275,473       94,287       32,868,802         3.1 Cash withdrawals through Cheques       41,784       4,087,163       43,001       4,417,168         3.2 Transfer through Cheques       26,808       14,862,237       30,553       16,581,949         3.3 Clearing through Cheques       15,565       6,719,747       15,672       7,035,422         3.3 Cheque Refund       34       70,436       25       66,559         3.4 Pay Orders       2,110       1,620,502       2,130       1,728,380         3.5 Demand Drafts       1,442       615,496       1,396       694,204         3.6 Telegraphic Transfers       496       731,718       471       708,438         3.7 Mail Transfers       223       589,773       195       571,196         3.8 Dividend Warrants       168       43,255       234       39,038         3.9 Direct Debit       569       932,854       549       1,021,488			2,003,200		1,774,700	
2.7.2 Internet       13,702       14,021         2.7.3 Mobile       11,074       12,983         2.7.4 Call Centre       3,171       3,136         3. Paper Based Transactions       89,243       30,275,473       94,287       32,868,802         3.1 Cash withdrawals through Cheques       41,784       4,087,163       43,001       4,417,168         3.2 Transfer through Cheques       26,808       14,862,237       30,553       16,581,949         3.3 Clearing through Cheques       15,565       6,719,747       15,672       7,035,422         3.3 Cheque Refund       34       70,436       25       66,559         3.4 Pay Orders       2,110       1,620,502       2,130       1,728,380         3.5 Demand Drafts       1,442       615,496       1,396       694,204         3.6 Telegraphic Transfers       496       731,718       471       708,438         3.7 Mail Transfers       223       589,773       195       571,196         3.8 Dividend Warrants       168       43,255       234       39,038         3.9 Direct Debit       569       932,854       549       1,021,488						
2.7.3 Mobile       11,074       12,983         2.7.4 Call Centre       3,171       3,136         3. Paper Based Transactions       89,243       30,275,473       94,287       32,868,802         3.1 Cash withdrawals through Cheques       41,784       4,087,163       43,001       4,417,168         3.2 Transfer through Cheques       26,808       14,862,237       30,553       16,581,949         3.3 Clearing through Cheques       15,565       6,719,747       15,672       7,035,422         3.3 Cheque Refund       34       70,436       25       66,559         3.4 Pay Orders       2,110       1,620,502       2,130       1,728,380         3.5 Demand Drafts       1,442       615,496       1,396       694,204         3.6 Telegraphic Transfers       496       731,718       471       708,438         3.7 Mail Transfers       223       589,773       195       571,196         3.8 Dividend Warrants       168       43,255       234       39,038         3.9 Direct Debit       569       932,854       549       1,021,488	, ,					
2.7.4 Call Centre       3,171       3,136         3. Paper Based Transactions       89,243       30,275,473       94,287       32,868,802         3.1 Cash withdrawals through Cheques       41,784       4,087,163       43,001       4,417,168         3.2 Transfer through Cheques       26,808       14,862,237       30,553       16,581,949         3.3 Clearing through Cheques       15,565       6,719,747       15,672       7,035,422         3.3 Cheque Refund       34       70,436       25       66,559         3.4 Pay Orders       2,110       1,620,502       2,130       1,728,380         3.5 Demand Drafts       1,442       615,496       1,396       694,204         3.6 Telegraphic Transfers       496       731,718       471       708,438         3.7 Mail Transfers       223       589,773       195       571,196         3.8 Dividend Warrants       168       43,255       234       39,038         3.9 Direct Debit       569       932,854       549       1,021,488		1				
3. Paper Based Transactions         89,243         30,275,473         94,287         32,868,802           3.1 Cash withdrawals through Cheques         41,784         4,087,163         43,001         4,417,168           3.2 Transfer through Cheques         26,808         14,862,237         30,553         16,581,949           3.3 Clearing through Cheques         15,565         6,719,747         15,672         7,035,422           3.3 Cheque Refund         34         70,436         25         66,559           3.4 Pay Orders         2,110         1,620,502         2,130         1,728,380           3.5 Demand Drafts         1,442         615,496         1,396         694,204           3.6 Telegraphic Transfers         496         731,718         471         708,438           3.7 Mail Transfers         223         589,773         195         571,196           3.8 Dividend Warrants         168         43,255         234         39,038           3.9 Direct Debit         569         932,854         549         1,021,488						
3.1 Cash withdrawals through Cheques       41,784       4,087,163       43,001       4,417,168         3.2 Transfer through Cheques       26,808       14,862,237       30,553       16,581,949         3.3 Clearing through Cheques       15,565       6,719,747       15,672       7,035,422         3.4 Pay Orders       2,110       1,620,502       2,130       1,728,380         3.5 Demand Drafts       1,442       615,496       1,396       694,204         3.6 Telegraphic Transfers       496       731,718       471       708,438         3.7 Mail Transfers       223       589,773       195       571,196         3.8 Dividend Warrants       168       43,255       234       39,038         3.9 Direct Debit       569       932,854       549       1,021,488			20 275 472		22 0/0 002	
3.2 Transfer through Cheques       26,808       14,862,237       30,553       16,581,949         3.3 Clearing through Cheques       15,565       6,719,747       15,672       7,035,422         3.3 Cheque Refund       34       70,436       25       66,559         3.4 Pay Orders       2,110       1,620,502       2,130       1,728,380         3.5 Demand Drafts       1,442       615,496       1,396       694,204         3.6 Telegraphic Transfers       496       731,718       471       708,438         3.7 Mail Transfers       223       589,773       195       571,196         3.8 Dividend Warrants       168       43,255       234       39,038         3.9 Direct Debit       569       932,854       549       1,021,488	*		, ,			
3.3 Clearing through Cheques       15,565       6,719,747       15,672       7,035,422         3.3 Cheque Refund       34       70,436       25       66,559         3.4 Pay Orders       2,110       1,620,502       2,130       1,728,380         3.5 Demand Drafts       1,442       615,496       1,396       694,204         3.6 Telegraphic Transfers       496       731,718       471       708,438         3.7 Mail Transfers       223       589,773       195       571,196         3.8 Dividend Warrants       168       43,255       234       39,038         3.9 Direct Debit       569       932,854       549       1,021,488		,				
3.3 Cheque Refund       34       70,436       25       66,559         3.4 Pay Orders       2,110       1,620,502       2,130       1,728,380         3.5 Demand Drafts       1,442       615,496       1,396       694,204         3.6 Telegraphic Transfers       496       731,718       471       708,438         3.7 Mail Transfers       223       589,773       195       571,196         3.8 Dividend Warrants       168       43,255       234       39,038         3.9 Direct Debit       569       932,854       549       1,021,488						
3.4 Pay Orders     2,110     1,620,502     2,130     1,728,380       3.5 Demand Drafts     1,442     615,496     1,396     694,204       3.6 Telegraphic Transfers     496     731,718     471     708,438       3.7 Mail Transfers     223     589,773     195     571,196       3.8 Dividend Warrants     168     43,255     234     39,038       3.9 Direct Debit     569     932,854     549     1,021,488						
3.5 Demand Drafts       1,442       615,496       1,396       694,204         3.6 Telegraphic Transfers       496       731,718       471       708,438         3.7 Mail Transfers       223       589,773       195       571,196         3.8 Dividend Warrants       168       43,255       234       39,038         3.9 Direct Debit       569       932,854       549       1,021,488	1		·			
3.6 Telegraphic Transfers       496       731,718       471       708,438         3.7 Mail Transfers       223       589,773       195       571,196         3.8 Dividend Warrants       168       43,255       234       39,038         3.9 Direct Debit       569       932,854       549       1,021,488	·					
3.7 Mail Transfers     223     589,773     195     571,196       3.8 Dividend Warrants     168     43,255     234     39,038       3.9 Direct Debit     569     932,854     549     1,021,488						
3.8 Dividend Warrants         168         43,255         234         39,038           3.9 Direct Debit         569         932,854         549         1,021,488	* *					
3.9 Direct Debit 569 932,854 549 1,021,488						
			·			
3.10 Others <sup>2</sup> 44 2,291 59 4,961		569	932,854	549	1,021,488	
	3.10 Others <sup>2</sup>	44	2,291	59	4,961	

<sup>1.</sup> PRISM transactions numbers are in actual and not converted in thousand ("000")

<sup>2.</sup> Coupons & Refund Vouchers

Infrastructure (As on Position)	1st Quarter FY2014-15	2nd Quarter FY2014-15
Total Bank Branches	11,353	11,745
Online Branches Network	10,785	11,149
Automated Teller Machines (ATMs)	8,438	9,018
Point of Sale (POS) Machines	34,471	34,945
Cards Numbers	25,675,026	25,994,230
ATM Only Cards	952,825	934,636
Credit Cards	1,319,406	1,332,000
Debit Cards	23,402,795	23,727,594
Registered Users	17,789,748	18,615,801
Internet	1,537,675	1,615,153
Mobile	1,780,481	1,884,475
Call Centre	14,471,592	15,116,173

<sup>1.</sup> The data is compiled on the basis of Banks Reporting and it does not Include Microfinance Banks Data.

<sup>2.</sup> Second Quarter of FY2014-15 figures are provisional