



# **Payment Systems Review**

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**FOR THE QUARTER ENDED MARCH 31, 2022**

**PREPARED BY**

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**PAYMENT SYSTEMS POLICY AND OVERSIGHT DEPARTMENT**

**DIGITAL FINANCIAL SERVICES GROUP**

**STATE BANK OF PAKISTAN**

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## Payment Systems Snapshot

Items	As on end Mar, 2022 <sup>P</sup>	As on end Dec, 2021	Growth
Population (Million) <sup>1</sup>	227.0	227.0	-
Currency in Circulation <sup>2</sup> (PKR Trillion)	7.3	7.0	4.0
Number of Bank Accounts <sup>3</sup>	66,132,602 <sup>P</sup>	66,132,602 <sup>P</sup>	-
No. of Branchless Banking Accounts	85,130,220	78,809,751	-
Number of Banks (and their branches)	44 (16,788)	44 (16,714)	0% (0.4%)
Commercial/Specialized <sup>4</sup>	33 (15,545)	33 (15,474)	0% (0.5%)
Microfinance	11 (1,243)	11 (1,239)	0% (0.3%)
<b>Number of Banks/ MFBs having</b>			
ATMs	35	35	-
Point of Sale (POS)	9	9	-
Internet Banking	28	28	-
Mobile Phone Banking	27	27	-
Call Center Banking	23	23	-
Cash Deposit Machines (CDMs)	10	9	11.1%
PSOs/PSPs (Commercial License)	6	6	0.0%
EMIs (Commercial License)	3	2	50.0%
<b>Number of</b>			
PRISM Participants <sup>5</sup>	59	58	1.7%
e-Commerce Merchants	4,445	3,968	12.0%
ATMs	16,897	16,709	1.1%
CDMs	218	216	0.9%
CDMs with cash withdrawal facility	22	23	-4.3%
Multipurpose CDMs <sup>6</sup>	74	71	4.2%
POS Machines	96,975	92,153	5.2%
Payment Cards	47,185,335	48,663,429	-3.0%

### Main highlights during Q3 FY22:

- One EMI, M/s China Mobile Pakistan Electronic Commerce Company (CMPECC), was granted commercial license in Q3-FY22.
- Number of POS machines reached to 96,975 while the number of payment cards declined slightly to 47.2 million from 48.7 million from the last quarter.
- E-banking volume and value grew by 2.6% and 6.5% respectively on Quarter-on-Quarter (QoQ) basis.
- The number of internet banking users reached 7.6 million recording QoQ growth of 10.6%. These users conducted 38.3 million transactions amounting to PKR 2,906.9 billion amounting to a quarterly growth of 13.5% by volume and 19.9% by value.

<sup>1</sup> Population figures derived from Pakistan Bureau of Statistics – Gross Domestic Product of Pakistan for the year 2020-21

<sup>2</sup> As on Mar 2022, Monthly Statistical Bulletin, SBP

<sup>3</sup> As on Dec 2021, Monthly Statistical Bulletin, SBP

<sup>4</sup> Include overseas branches

<sup>5</sup> One Islamic banking window of a commercial bank was included during the quarter

<sup>6</sup> Multipurpose CDMs: Cash Deposit Machines with dual facility of deposit (both cash and cheque deposit) and cash withdrawal

<sup>P</sup> Provisional

- During the same quarter, 38.3 million POS transactions amounting to PKR 189.7 billion were conducted showing quarterly growth of 21.9% by volume and 6.5% by value.
- A total of 9.1 million e-commerce transactions amounting to PKR 27.0 billion were conducted digitally showing quarterly growth in value by 1.3% though volume decline by -32.7%.
- Number of ATMs increased by 1.1% as compared to previous quarter. Value of ATM transactions amounted to PKR 2,437.0 billion of which 90.5% transactions were related to cash withdrawals and 5.1% related to Inter Bank Funds Transfer (IBFT).
- The number of mobile banking users declined by -1.0% reaching to 12.0 million. Over 101.5 million transactions valuing around PKR 3,085.8 billion were conducted via mobile banking channels during the quarter, showing a growth of 8.1% by volume and 5.4% by value.
- Branch network of Banks and MFBs has reached to 16,788 branches, which includes 16,643 Real-Time Online Branches (RTOB), 48 manual branches and 97 overseas branches.
- Value of total RTGS (PRISM) transactions during the quarter amounted PKR 155.7 trillion of which PKR 106.2 trillion were related to Government Securities.



## Key Statistics

### Quarterly Payment System Review - Q3 FY22



#### e-Banking

2.7%

410.9 mn

Volume

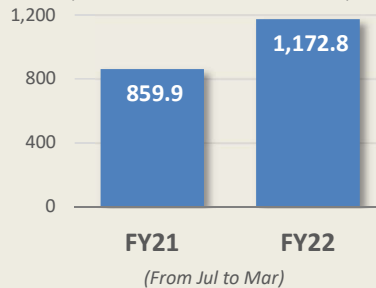
6.5%

35.4 tn

Value

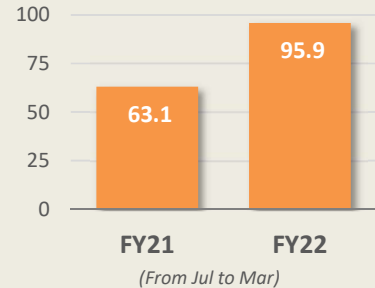
#### e-Banking Volume

(number of transactions in million)



#### e-Banking Value

(number of transactions in Rs. trillion)



12.0 mn  
Mobile  
Banking Users  
(↓1.0%)

Volume (↑8.1%)  
101.5mn

Value (↑5.4%)  
Rs. 3.1 tn



#### ATMs (16,897)

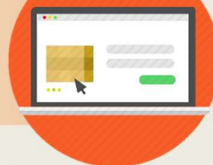
Volume 171.3 mn (↓1.3%)

Value Rs. 2,437.2 bn (↑2.8%)

#### e-Merchants (4,445)

Volume 9.1 mn (↓32.7%)

Value Rs. 27.0 bn (↑1.3%)



#### POS (96,975)

Volume 38.3 mn (↑21.9%)

Value Rs. 189.7 bn (↑6.5%)

Volume (↑13.5%)  
38.3mn

Value (↑19.9%)  
Rs. 2.9 tn

7.8 mn

Internet  
Banking Users  
(↑10.5%)



#### Plastic Cards



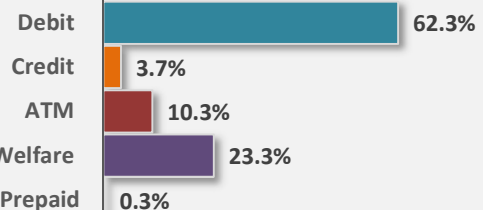
Total transactions  
through Plastic Cards

Volume: 225.2 mn

Value: Rs.2.7 tn

Number of Plastic Cards declined by 3% to 47.2 mn cards

Composition of  
cards



#### Payments

Paper-Based

Volume 96.5 mn

↓2.9%

Value Rs. 46.4 tn

↑0.6%

RTGS (PRISM)



RTGS (PRISM) participants  
has reached to 59

Volume 1.08 mn

↓5.8%

Value Rs. 155.7 tn

↓3.5%

## Payment Systems Review

State Bank of Pakistan collects and reports the data on Payment System infrastructure, instruments, and transactions, which is published on a quarterly basis. This publication illustrates the current state of the payments landscape of Pakistan. The data and its analysis presented in this quarter's review will facilitate the readers to assess the growing trend in the usage of digital channels by offering data on the number of different variables. The data presented in the document is an aggregate of the overall payment systems data in Pakistan that has been gathered from numerous institutions including Commercial Banks and Microfinance Banks.

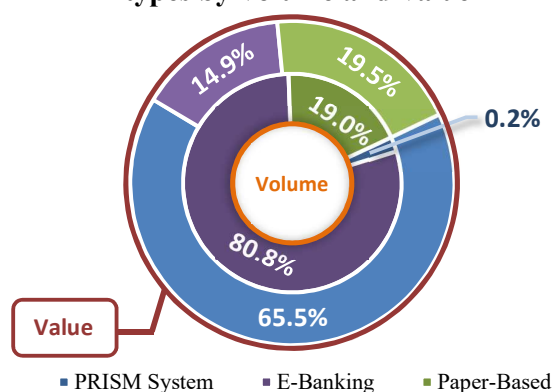
Transactions Data	Jan-Mar 2022		Oct-Dec 2021		Change	
	Volume (mn)	Value (PKR bn)	Volume (mn)	Value (PKR bn)	Volume (% QoQ)	Value (% QoQ)
<b>PRISM</b>	<b>1.08</b>	<b>155,677.4</b>	<b>1.14</b>	<b>161,315.3</b>	<b>-5.8%</b>	<b>-3.5%</b>
<b>e-Banking (Total)</b>	<b>410.9</b>	<b>35,422.3</b>	<b>400.3</b>	<b>33,260.4</b>	<b>2.6%</b>	<b>6.5%</b>
RTOB	52.3	26,774.1	54.0	25,331.7	-3.1%	5.7%
ATM	171.3	2,437.2	173.6	2,371.0	-1.3%	2.8%
POS	38.3	189.7	31.4	178.1	21.9%	6.5%
Internet Banking	38.3	2,906.9	33.8	2,424.7	13.5%	19.9%
Mobile Phone Banking	101.5	3,085.8	94.0	2,926.6	8.1%	5.4%
Call Centers/IVR	0.03	1.59	0.04	1.64	-9.5%	-3.2%
e-Commerce	9.1	27.0	13.6	26.7	-32.7%	1.3%
<b>Paper-Based</b>	<b>96.5</b>	<b>46,412.1</b>	<b>99.3</b>	<b>46,139.8</b>	<b>-2.9%</b>	<b>0.6%</b>
<b>Total Transactions</b>	<b>508.5</b>	<b>237,511.9</b>	<b>500.8</b>	<b>240,715.5</b>	<b>1.5%</b>	<b>-1.3%</b>

During the quarter under review, Pakistan's payment ecosystem showed a slight increase in number of transactions while value of transactions showed a marginal decline. The decline in value of transactions stemmed from the decline in value of PRISM transactions, in particular government securities, on Quarter on Quarter (QoQ) basis. In terms of shares, e-banking and paper based transactions had a share of 80.8% and 19.0% respectively of total number of transactions while PRISM transactions had only 0.2% share. With respect to value, PRISM transactions had the highest share of 65.5 % in Q3-FY22 while e-banking and paper based had 14.9% and 19.5% respectively.

Currently, State Bank of Pakistan is operating two payment systems: Pakistan Real-time Interbank Settlement Mechanism (PRISM) commonly known as RTGS, and *Raast* (Micropayment gateway). During the quarter, PRISM recorded a total of 1.08 million transactions amounting to PKR 155.7 billion recording a decline of -5.8% by volume and -3.5% by value against Q2-FY22 this decline is attributed to decline in both volume and value of government securities under the head of PRISM transactions (**Table A-4**).

Concerted efforts by the SBP to push the digital payments adaption have been driving the growth in e-banking as it grew by 2.6% in volume and 6.5% in value. The increase in the usage of internet and mobile banking which achieved growth of 13.5% and 8.1% by volume and 19.9% and 5.4% by value respectively continued in the post-pandemic time. This uptake in e-banking was mainly spurred by 7.6 million internet banking users which

**Percentage share of transactions types by Volume and Value**



*Figure 1: Transactions Types Share by Volume and Value during Q3-FY22*

recorded a growth of 10.6% on QoQ basis. However, a decline of -1.2% was witnessed in mobile banking users as a financial institution shifted its old mobile banking platform to new platform and in the process, unregistered all those users from their database who never availed the service in old platform.

Regarding digital infrastructure, commercial banks are expanding their digital ecosystem to further drive electronic payments which is also complemented by SBP policies. In this regard, 188 new ATMs were installed across the country by the industry reaching a total of 16,897 as of Q3-FY22. The volume of transactions using ATM saw a slight decline of -1.4% while value recorded a growth of 3.1% on QoQ basis.

The retail sector also continued to show promising growth in the area of POS deployment. The improvement in infrastructure and shifting customer behavior has been driving POS activity. The number of POS machines increased to 96,975 which is 5.2% higher than the preceding quarter. A total of 38.3 million transactions worth PKR 189.7 billion were conducted via POS machines posting a QoQ growth of 18.0% and 6.1% in volume and value respectively.

The number of e-commerce merchants reached 4,445 which amounts to 12.0% increase on QoQ basis. However, the number of e-Commerce transactions saw a decline of -32.7% to 9.1 million by volume due to low online merchant transactions in Q3-FY22 as compared to Q2-FY22. Q2-FY22 constitutes higher online merchant activity due to year-end sales, while there is significant decline observed in Q3-FY22 in comparison.

During this quarter, slight decline of -2.9% in volume of paper-based transactions was observed while its value remained almost at the same level posting only 0.6% growth over the previous quarter. The reason in decline in volume can be inferred as an increase in usage of digital channels by customers.

As of end-March 2022, there were 47.2 million total plastic cards in circulation compared to 48.7 million in Q2-FY22 showing a decline of -3.1% (**Figure 3**). The reason for this decline is discontinuation of magnetic stripe / non-EMV cards from January, 2022 to comply the regulatory directives in order to curtail the risk of card-skimming. Overall, major portion of cards comprise of Debit cards (62.3%) with a slight decline in its share on QoQ basis. Social welfare cards have a share of 23.3%, while ATM only cards have 10.3%, Credit cards 3.7%, and Prepaid cards 0.3%.

A new EMI, M/s CMPECC, was granted the commercial license in Q3-FY22, which will drive the digital payment landscape further, while the existing two EMIs, namely M/s Finja and M/s Nayapay, have also continued to strengthen their presence. As more such players enter the market, the objective of improving financial inclusion will also increasingly materialize. State Bank of Pakistan had issued EMI regulations in 2019 to promote financial inclusion and shift the economy towards digitization. The innovative digital payment solutions offered by such non-traditional Fintechs are expected to drive the admission of unbanked population to formal economy, thus increasing digital adoption in the country.

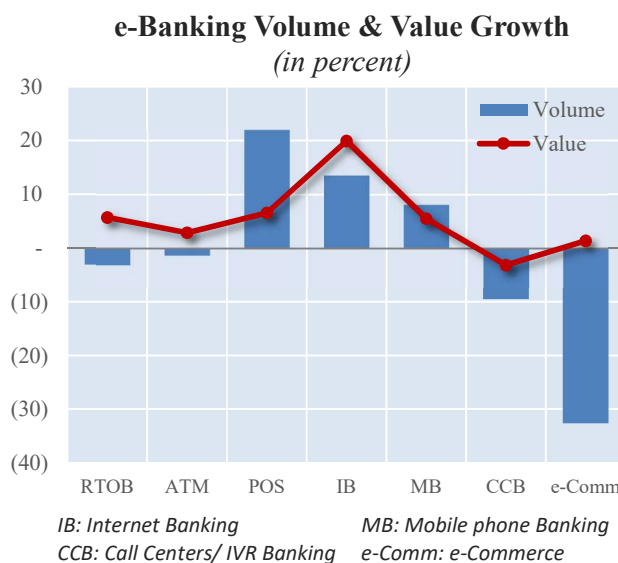


Figure 2: QoQ Growth in Volume and Value of e-banking during Q3-FY22

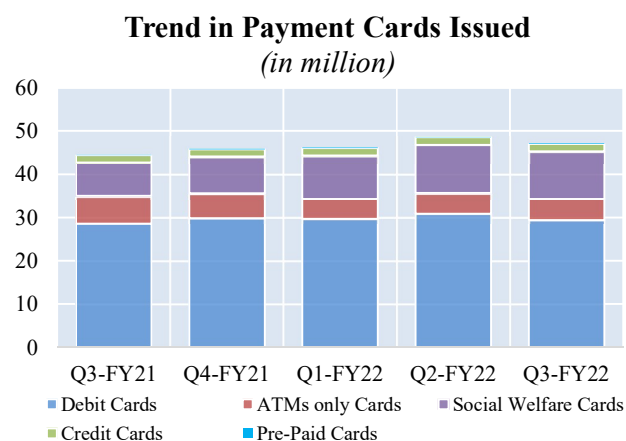


Figure 3: Composition of Payment Cards over Past Quarters

**Annexure A: Quarterly Payment Systems Data**

Quarterly Payment Systems Data is appended on following pages:

**Table A-1: Payment Systems Infrastructure**

Number of	Q3-FY21	Q4-FY21	Q1-FY22	Q2-FY22	Q3-FY22 <sup>a</sup>
<b>Commercial Banks</b>	33	33	33	33	33
<b>MFBs</b>	11	11	11	11	11
<b>DFIs</b>	8	8	8	8	8
<b>PRISM Participants</b>	54	54	56	58	59
Banks*	34	34	35	37	38
MFBs	7	7	8	8	8
DFIs	9	9	9	9	9
Non-Bank	1	1	1	1	1
Special Participants	3	3	3	3	3
<b>All Banks/ MFBs Branches</b>	16,223	16,308	16,457	16,714	16,788
RTOB Branches	16,081	16,170	16,321	16,571	16,643
Manual Branches	35	35	35	46	48
Overseas Branches	107	103	101	97	97
<b>PSOs/PSPs</b>	12	13	13	13	13
Commercial License	5	6	6	6	6
Pilot Approval	2	1	1	1	1
In-Principle Approval	5	6	6	6	6
<b>EMIs</b>	7	8	8	8	10
Commercial Launch	-	-	2	2	3
Pilot Approval	5	5	4	4	3
In-Principle Approval	2	3	2	2	4
<b>ATMs</b>	16,175	16,355	16,546	16,709	16,897
On-site	13,294	13,434	13,586	13,731	13,897
Off-Site	2,869	2,909	2,942	2,960	2,983
Mobile	12	12	18	18	17
<b>POS Machines</b>	67,099	71,907	79,134	92,153	96,975
<b>Internet Banking Users</b>	4,978,862	5,239,301	6,862,249	7,089,441	7,831,251
<b>Mobile Phone Banking Users</b>	9,857,602	10,872,844	11,326,984	12,102,898	11,977,624
<b>Call Centers/ IVR Banking Users</b>	32,861,262	33,436,122	34,224,117	34,322,055	34,663,576
<b>e-Commerce Merchants Registered with Banks</b>	2,523	3,003	2,993	3,968	4,445

\*Includes Banks and their Islamic banking windows

HBL Islamic Window was included in the list of PRISM participants under the head of banks during this quarter



**Table A-2: Composition of Payment Cards**

(in unit number)

Transaction Type	Q3-FY21	Q4-FY21	Q1-FY22	Q2-FY22	Q3-FY22 <sup>p</sup>
<b>Debit Cards</b>	28,582,140	29,849,278	29,714,882	30,919,816	29,419,406
<b>ATMs only Cards</b>	6,426,981	5,771,429	4,605,196	4,781,926	4,881,677
<b>Social Welfare Cards</b>	7,699,466	8,467,023	9,997,081	11,096,417	11,017,162
<b>Credit Cards</b>	1,687,815	1,720,949	1,758,130	1,739,901	1,739,466
<b>Pre-Paid Cards</b>	126,322	127,670	128,003	125,369	127,624
<b>Total</b>	<b>44,522,724</b>	<b>45,936,349</b>	<b>46,203,292</b>	<b>48,663,429</b>	<b>47,185,335</b>

**Table A-3: Payment Systems Transactions – Summary**

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

Transaction Type	Q3-FY21		Q4-FY21		Q1-FY22		Q2-FY22		Q3-FY22 <sup>p</sup>	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
<b>PRISM System</b>	<b>1.07</b>	<b>109,370.5</b>	<b>1.06</b>	<b>148,047.5</b>	<b>1.08</b>	<b>159,050.1</b>	<b>1.14</b>	<b>161,315.3</b>	<b>1.08</b>	<b>155,677.4</b>
<b>E-Banking</b>	<b>309.5</b>	<b>22,483.4</b>	<b>323.4</b>	<b>23,399.9</b>	<b>361.6</b>	<b>27,189.4</b>	<b>400.3</b>	<b>33,260.4</b>	<b>410.9</b>	<b>35,422.3</b>
RTOB	49.3	17,398.1	45.3	17,767.5	48.4	20,816.4	54.0	25,331.7	52.3	26,774.1
ATM <sup>1</sup>	153.5	2,084.5	157.8	2,177.6	163.7	2,158.8	173.6	2,371.0	171.3	2,437.2
POS <sup>2</sup>	24.9	123.8	24.2	122.0	28.1	134.9	31.4	178.1	38.3	189.7
Internet Banking	24.5	1,561.7	28.0	1,720.7	29.6	1,894.1	33.8	2,424.7	38.3	2,906.9
Mobile Phone Banking	51.7	1,297.9	61.3	1,591.6	79.1	2,161.2	94.0	2,926.6	101.5	3,085.8
Call Centers/ IVR Banking	0.0	2.1	0.0	2.1	0.04	1.7	0.04	1.64	0.03	1.59
E-Commerce <sup>3</sup>	5.6	15.3	6.8	18.4	12.7	22.3	13.6	26.7	9.1	27.0
<b>Paper-Based</b>	<b>100.2</b>	<b>37,657.9</b>	<b>93.7</b>	<b>40,485.0</b>	<b>98.0</b>	<b>41,596.3</b>	<b>99.3</b>	<b>46,139.8</b>	<b>96.5</b>	<b>46,412.1</b>
<b>Total</b>	<b>410.8</b>	<b>169,511.8</b>	<b>418.2</b>	<b>211,932.4</b>	<b>460.7</b>	<b>227,835.8</b>	<b>500.8</b>	<b>240,715.5</b>	<b>508.5</b>	<b>237,511.9</b>

<sup>1</sup> Based on data provided by ATMs acquirers<sup>2</sup> Based on data provided by POS acquirers<sup>3</sup> Based on data provided by e-commerce merchants

**Table A-4: PRISM Transactions**

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

Transaction Type	Q3-FY21		Q4-FY21		Q1-FY22		Q2-FY22		Q3-FY22 <sup>p</sup>	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
<b>Government Securities</b>	18.8	74.2	21.2	108.7	21.6	117.7	21.9	112.0	23.4	106.2
<b>Inter-Bank Fund Transfers</b>	81.4	21.1	78.1	22.1	84.3	23.1	87.2	27.7	86.4	27.9
<b>3rd Party Customer Transfers</b>	953.3	10.1	950.3	11.8	958.7	13.6	1,017.0	16.6	951.0	16.4
<b>Ancillary Clearing Settlement</b>	15.0	3.9	14.6	5.4	14.5	4.6	16.4	5.1	15.6	5.3
<b>Total</b>	<b>1,068.5</b>	<b>109.4</b>	<b>1,064.2</b>	<b>148.0</b>	<b>1,079.1</b>	<b>159.1</b>	<b>1,142.5</b>	<b>161.3</b>	<b>1,076.4</b>	<b>155.7</b>

**Table A-5: Real-Time Online Branches (RTOBs) Transactions**

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

Transaction Type	Q3-FY21		Q4-FY21		Q1-FY22		Q2-FY22		Q3-FY22 <sup>p</sup>	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
<b>Cash Deposits</b>	23.4	3,705.8	20.3	3,574.2	21.5	3,902.0	25.2	4,554.9	24.4	4,603.0
<b>Cash Withdrawals</b>	10.6	1,726.4	9.7	1,555.8	10.3	1,761.9	11.5	2,032.6	11.5	2,158.7
<b>Intra-Bank Funds Transfers</b>	15.3	11,966.0	15.2	12,637.5	16.6	15,152.5	17.3	18,744.2	16.4	20,012.4
<b>Total</b>	<b>49.3</b>	<b>17,398.1</b>	<b>45.3</b>	<b>17,767.5</b>	<b>48.4</b>	<b>20,816.4</b>	<b>54.1</b>	<b>25,453.2</b>	<b>52.3</b>	<b>26,774.1</b>

**Table A-6: ATM Transactions**

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

Transaction Type	Q3-FY21		Q4-FY21		Q1-FY22		Q2-FY22		Q3-FY22 <sup>p</sup>	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
<b>Cash withdrawals</b>	148.0	1,885.8	152.2	1,975.2	158.7	1,976.7	168.1	2,138.5	165.7	2,204.8
<b>Intra-Bank Fund Transfer</b>	1.5	59.9	1.4	58.1	1.3	55.0	1.4	63.1	1.3	63.3
<b>Inter-Bank Fund Transfers</b>	2.2	106.0	2.4	113.7	2.3	111.0	2.4	124.9	2.4	123.6
<b>Utilities Bill Payments</b>	1.4	3.7	1.4	5.9	1.5	8.7	1.3	6.3	1.5	5.5
<b>Cash/Instrument Deposits</b>	0.3	29.0	0.3	24.5	0.1	7.3	0.4	38.0	0.4	39.7
<b>Total</b>	<b>153.4</b>	<b>2,084.4</b>	<b>157.8</b>	<b>2,177.4</b>	<b>163.7</b>	<b>2,158.7</b>	<b>173.6</b>	<b>2,370.9</b>	<b>171.3</b>	<b>2,437.0</b>

*Based on data provided by ATM acquirers***Table A-7: ATM Transactions - By Payment Cards**

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

Transaction Type	Q3-FY21		Q4-FY21		Q1-FY22		Q2-FY22		Q3-FY22 <sup>p</sup>	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
<b>ATMs only Cards</b>	5.9	62.0	4.6	45.9	1.1	5.3	1.0	3.6	1.2	3.0
<b>Debit Cards</b>	139.9	1,941.6	143.3	2,022.8	153.8	2,082.2	164.5	2,278.3	168.1	2,384.2
<b>Credit Cards</b>	0.1	0.7	0.1	0.8	0.1	0.9	0.2	3.1	0.1	1.2
<b>Pre-Paid Cards</b>	0.1	0.4	0.1	0.4	0.1	0.4	0.0	0.4	0.0	0.3
<b>Social Welfare Cards</b>	0.2	0.6	0.4	1.1	0.4	1.3	0.4	1.1	0.4	1.3
<b>Total</b>	<b>146.1</b>	<b>2,005.4</b>	<b>148.5</b>	<b>2,071.0</b>	<b>155.4</b>	<b>2,090.2</b>	<b>166.1</b>	<b>2,286.5</b>	<b>169.8</b>	<b>2,390.0</b>

*Based on data provided by Payment Card issuers*

**Table A-8: POS Transactions - By Payment Cards**

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

Transaction Type	Q3-FY21		Q4-FY21		Q1-FY22		Q2-FY22		Q3-FY22 <sup>p</sup>	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
<b>ATMs only Cards</b>	-	-	-	-	-	-	-	-	-	-
<b>Debit Cards</b>	17.8	74.0	17.4	72.6	22.6	84.3	26.2	110.9	26.8	117.8
<b>Credit Cards</b>	9.5	54.1	9.3	53.5	11.4	66.4	11.8	74.8	12.1	77.5
<b>Pre-Paid Cards</b>	0.0	0.1	0.0	0.0	0.0	0.1	0.0	0.1	0.0	0.1
<b>Social Welfare Cards</b>	0.0	0.7	0.0	0.0	0.0	0.0	-	-	-	-
<b>Total</b>	<b>27.3</b>	<b>128.8</b>	<b>26.7</b>	<b>126.2</b>	<b>34.1</b>	<b>150.7</b>	<b>38.0</b>	<b>185.8</b>	<b>39.0</b>	<b>195.5</b>

*Based on data provided by Payment Card issuers***Table A-9: e-Commerce Transactions - By Payment Cards**

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

Transaction Type	Q3-FY21		Q4-FY21		Q1-FY22		Q2-FY22		Q3-FY22 <sup>p</sup>	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
<b>Debit Cards</b>	6.0	16.9	6.8	18.6	12.3	25.2	10.6	34.9	10.1	35.5
<b>Credit Cards</b>	2.8	16.2	3.2	16.8	4.1	21.4	4.0	26.6	4.2	29.4
<b>Pre-Paid Cards</b>	0.0	0.1	0.0	0.1	0.0	0.1	0.0	0.1	0.0	0.0
<b>Total</b>	<b>8.8</b>	<b>33.1</b>	<b>10.0</b>	<b>35.5</b>	<b>16.4</b>	<b>46.8</b>	<b>14.6</b>	<b>61.6</b>	<b>14.3</b>	<b>64.9</b>

*Based on data provided by Payment Card issuers*

**Table A-10: Internet Banking Transactions**

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

Transaction Type	Q3-FY21		Q4-FY21		Q1-FY22		Q2-FY22		Q3-FY22 <sup>p</sup>	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
<b>Intra-Bank Fund Transfers</b>	8.6	559.3	9.8	628.8	10.4	720.7	11.2	865.5	12.7	979.6
<b>Inter-Bank Fund Transfers</b>	10.3	697.5	12.4	767.6	13.2	876.6	16.3	1,246.2	18.9	1,116.8
<b>Utilities Bill Payments</b>	4.4	144.6	4.6	157.0	4.8	124.7	4.8	116.2	5.3	150.5
<b>Misc. Payment Through Internet Banking</b>	1.1	160.3	1.2	167.2	1.3	172.2	1.5	196.7	1.4	660.0
<b>Total</b>	<b>24.5</b>	<b>1,561.7</b>	<b>28.0</b>	<b>1,720.7</b>	<b>29.6</b>	<b>1,894.1</b>	<b>33.8</b>	<b>2,424.7</b>	<b>38.3</b>	<b>2,906.9</b>

**Table A-11: Mobile Banking Transactions**

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

Transaction Type	Q3-FY21		Q4-FY21		Q1-FY22		Q2-FY22		Q3-FY22 <sup>p</sup>	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
<b>Intra-Bank Fund Transfers</b>	10.3	451.7	11.9	532.6	15.2	748.1	19.7	1,262.7	21.8	1,245.8
<b>Inter-Bank Fund Transfers</b>	24.0	684.1	29.5	854.5	42.1	1,153.2	50.6	1,393.7	54.5	1,542.3
<b>Utilities Bill Payments</b>	15.8	21.3	17.5	29.7	17.8	44.1	18.1	38.0	19.2	42.2
<b>Misc. Payment Through Mobile Phone Banking</b>	1.6	140.8	2.4	174.9	4.0	215.8	5.6	232.1	6.1	255.5
<b>Total</b>	<b>51.7</b>	<b>1,297.9</b>	<b>61.3</b>	<b>1,591.6</b>	<b>79.1</b>	<b>2,161.2</b>	<b>94.0</b>	<b>2,926.6</b>	<b>101.5</b>	<b>3,085.8</b>

**Table A-12: Call Center/IVR Banking Transactions**

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

Transactions Type	Q3-FY21		Q4-FY21		Q1-FY22		Q2-FY22		Q3-FY22 <sup>p</sup>	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
<b>Intra-Bank Fund Transfers</b>	4.1	0.4	3.8	0.3	2.8	0.1	2.6	0.1	2.4	0.1
<b>Inter-Bank Funds Transfers</b>	0.2	0.0	0.1	0.0	0.1	0.0	0.0	0.0	0.0	0.0
<b>Utilities Bill Payments</b>	4.9	0.1	7.0	0.1	12.1	0.2	10.0	0.2	7.5	0.1
<b>Misc. Payment Through Call Centers/IVR Banking</b>	29.9	1.6	28.9	1.7	25.4	1.3	25.0	1.4	24.1	1.3
<b>Total</b>	<b>38.9</b>	<b>2.1</b>	<b>39.9</b>	<b>2.1</b>	<b>40.4</b>	<b>1.7</b>	<b>37.6</b>	<b>1.6</b>	<b>34.0</b>	<b>1.6</b>

**Table A-13: Branchless Banking**

Items	Q3-FY21	Q4-FY21	Q1-FY22	Q2-FY22	Q3-FY22 <sup>p</sup>
<b>Number of Agents</b>	509,720	534,460	560,556	587,547	612,901
<b>Number of Accounts</b>	66,542,098	74,620,637	72,406,011	78,809,751	85,130,220
<b>Deposits as on Quarter end (PKR Mn)</b>	56,442	55,259	56,042	65,580	70,547
<b>Number of transactions during the quarter (Thousands)</b>	594,373	623,505	616,972	666,444	712,211
<b>Value of transactions during the quarter (PKR Mn)</b>	1,862,144	2,235,488	2,291,329	2,582,391	2,713,485

### Annexure B: Acronyms

ATM	Auto Teller Machine
CDM	Cash Deposits Machine
CNP	Card Not Present
IVR	Interactive Voice Response
MFB	Microfinance Bank
MPG	Micropayment Gateway
NIFT	National Institutional Facilitation Technologies (Pvt.) Ltd
OTC	Over the Counter
PRISM	Pakistan Real-time Interbank Settlement Mechanism
PSD	Payment Systems Department (erstwhile department merged into PSP&OD)
PSP&OD	Payment Systems Policy and Oversight Department
DI&SD	Digital Innovation and Settlements Department
RTGS	Real-Time Gross Settlement System
RTOB	Real-time online Branches
EMI	Electronic Money Institutions
PSOs	Payment System Operators
PSPs	Payment Service Providers

### Disclaimer

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