



Payment Systems Review

FOR THE QUARTER ENDED MARCH 31, 2023

PREPARED BY

**PAYMENT SYSTEMS POLICY AND OVERSIGHT DEPARTMENT
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STATE BANK OF PAKISTAN**

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Payment Systems Snapshot

Items	As on end	
	Mar, 2023 ^P	Dec, 2022
Population (Million) ¹	227.0	227.0
Currency in Circulation ² (PKR Trillion)	8.06	7.69
No. of Bank Accounts ³	67,523,103	67,523,103
No. of Branchless Banking Accounts	103,083,615	97,096,597
No. of EMIs Accounts (e-Wallets)	1,605,865	1,190,054
No. of Raast Users - Person to Person (P2P)	29,236,071	25,807,998
No. of Banks (and their branches)	44 (17,516)	44 (17,479)
Commercial/Specialized ⁴	33 (16,160)	33 (16,112)
Microfinance	11 (1,356)	11 (1,367)
PSOs/PSPs (Commercial License) ⁵	5	5
EMIs (Commercial License) ⁶	4	4
PRISM Participants	59	59
Banks/ MFBs having		
ATMs	35	35
Point of Sale (POS) ⁷	9	9
Internet Banking	28	28
Mobile Phone Banking	26	26
Call Center Banking	21	21
Cash Deposit Machines (CDMs)	11	11
Number of		
ATMs	17,678	17,547
CDMs ⁸	503	507
POS Machines	112,302	108,899
e-Commerce Merchants (registered with Banks/MFBs)	6,562	5,954
Merchants (registered with EMIs ⁹)	45,014	5,484
<i>Of which, Freelancers</i>	40,059	528
Payment Cards	48,368,651	46,521,228
Issued by Banks/ MFBs	45,995,943	44,696,632
Issued by EMIs	2,372,708	1,824,596

¹ Population figures derived from Table 04 of National Accounts – Pakistan Bureau of Statistics

² As per Chapter 02 of Monthly Statistical Bulletin (Mar-23), SBP

³ As per Chapter 03 of Monthly Statistical Bulletin (Mar-23), SBP (Number of accounts are updated on half-yearly basis)

⁴ Include overseas branches

⁵ List of PSOs/PSPs available at: <https://www.sbp.org.pk/PS/PDF/List-PSOs-PSPs.pdf>

⁶ List of EMIs available at: <https://www.sbp.org.pk/PS/PDF/List-of-EMIs.pdf>

⁷ 6 banks with open loop POS and 3 banks with closed Loop POS facility

⁸ Cash Deposit Machines(CDMs) with facility of cash/cheque deposit or dual facility of cash/cheque deposit and withdrawal

⁹ Merchants registered with EMIs are Micro, Small and Medium Enterprises (MSMEs)/ Merchants/ Freelancers

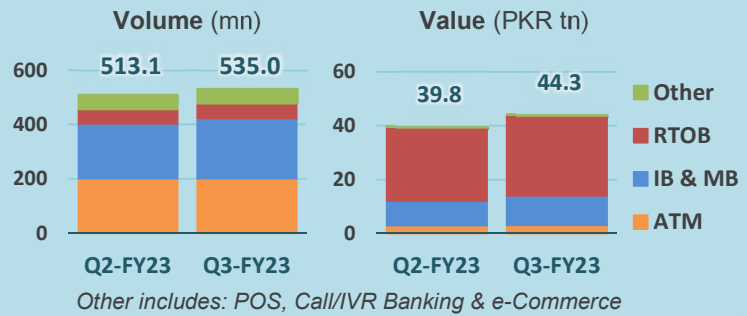
P: Provisional | R: Revised

Payment Systems Statistics of Q3 FY23

e-Banking Transactions

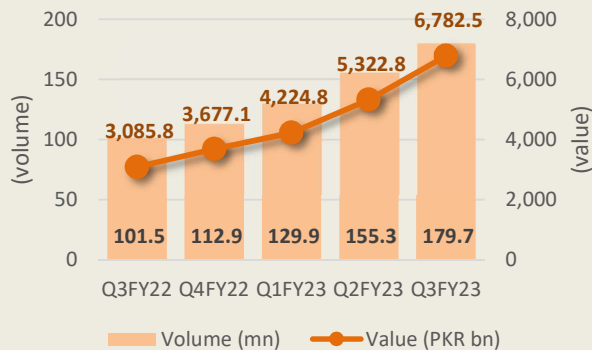
(During Jan-23 to Mar-23)

e-Banking includes transactions through Real-Time Online Branches (RTOB), ATMs, Point of Sale (POS), Internet & Mobile Phone Banking, Call Centre/IVR and e-Commerce gateways



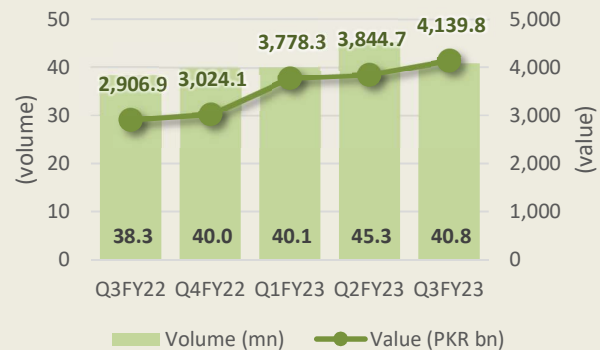
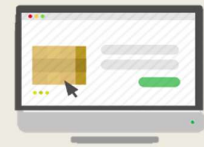
Mobile Phone Banking

15.3 million Users



Internet Banking

9.3 million Users

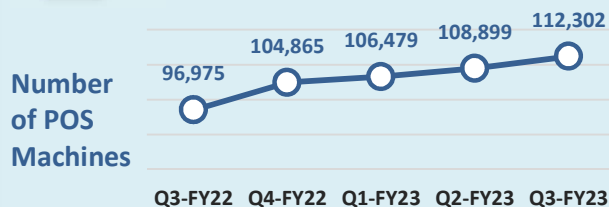


Transactions through POS:

Volume **51.8 mn** (↑ 6.8%)

Value **PKR 282.8 bn** (↑ 10.1%)

Average ticket size **PKR 5,463/trx**



E-Merchants: 6,562

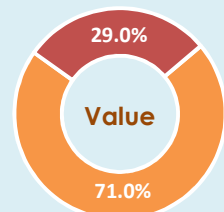
(Registered with Banks/MFBs)

E-Commerce Transactions:

Volume **6.4 mn** (↓ 22.2%)

Value **Rs. 36.6 bn** (↑ 7.1%)

Via Foreign Cards



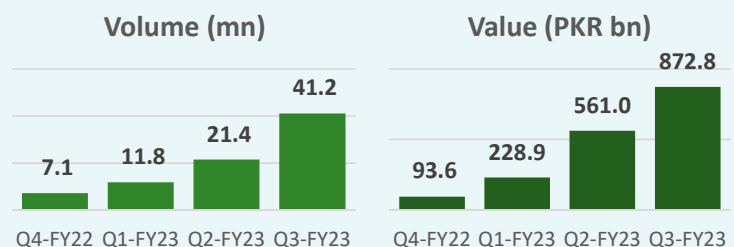
Via Domestic Cards



Pakistan's first instant payment system that enabled seamless end-to-end digital payments among individuals, businesses, and government entities

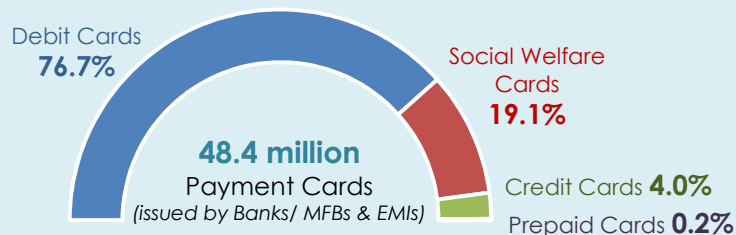
Raast Person-to-Person (P2P)

User IDs reached **29.2 million**

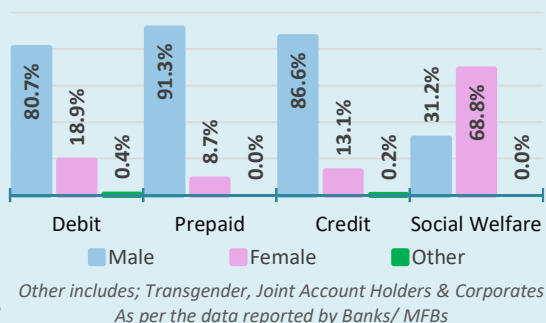


Payment Cards in Pakistan

Cards in circulation increased by **4%** during the quarter



Gender-wise Distribution of Cards

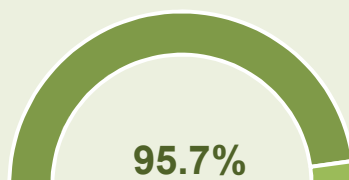


ATMs in Pakistan

17,678

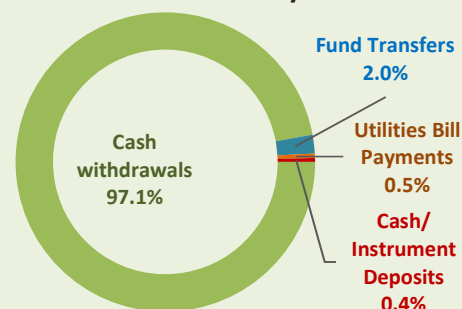
Increased by almost 1% during the quarter

ATMs transaction volume have reached to **202 million** with value of **PKR 3,121 billion** in 3rd quarter of FY23. Average ticket size of cash withdrawal was **PKR 14,281/trx**



ATMs' average up-Time During Q3-FY23

ATM transactions by volume



Electronic Money Institutions (EMIs)

4 Commercially Live

Outstanding e-money balance
PKR 2.0 billion
as of Mar-23

E-Money Wallets
1.6 million

Payment Cards
2.4 million

Branchless Banking

48.4 million
Total Users
29.3 million
Active Users

Transaction Volume: **899.5 million**
Transactions Value: **PKR 5.0 trillion**
Total Accounts: **103.1 million**
Total Deposits: **PKR 95.6 billion**



RTGS (PRISM) participants has reached to **59**

Real-Time Gross Settlement (RTGS) mechanism in Pakistan is named as Pakistan Real-time Interbank Settlement Mechanism (PRISM)

PRISM Transactions during Q3-FY23

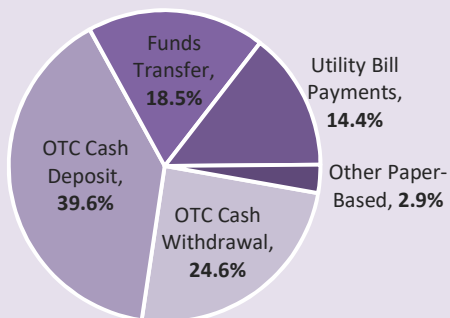
Volume: **1.27 million** (↑4.6%)

Value: **PKR 171.5 trillion** (↑13.9%)

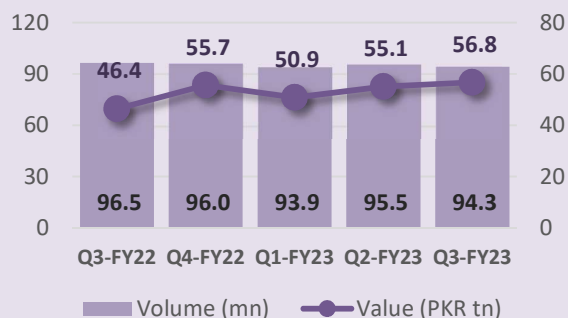
Paper-Based Transactions

Volume declined by **1.3%**, while value grew by **3.0%**

Transactions by volume



Trend of Paper-Based Transactions



Payment Systems Review

The review encompasses statistics on payment system infrastructure, instruments and transactions which is collected from Banks, Micro Finance Banks (MFBs) and Electronic Money Institutions (EMIs) in Pakistan on quarterly basis. The compiled data is analyzed and published on quarterly and annual basis with the objective of providing its readers a summary of country's existing payment systems landscape and their trends in the country. Summary on number of transactions (volume) and value of transactions through various channels processed by Banks and MFBs is presented in Table T-1 below:

T-1: Payment System Quarterly Data Summary

Transactions Data	Jan-Mar 2023		Oct-Dec 2022		Change (%)	
	Volume (mn)	Value (PKR bn)	Volume (mn)	Value (PKR bn)	Volume (% QoQ)	Value (% QoQ)
PRISM	1.27	171,494.8	1.21	150,549.4	4.6%	13.9%
e-Banking (Total)	535.0	44,294.3	513.1	39,833.9	4.3%	11.2%
RTOB	54.0	29,929.8	53.2	27,428.4	1.6%	9.1%
ATM	202.3	3,121.0	202.5	2,945.1	-0.1%	6.0%
POS	51.8	282.8	48.5	256.8	6.8%	10.1%
Internet Banking	40.8	4,139.8	45.3	3,844.7	-9.9%	7.7%
Mobile Phone Banking	179.7	6,782.5	155.3	5,322.8	15.7%	27.4%
Call Centers/IVR	0.03	1.86	0.03	1.92	-9.3%	-3.0%
e-Commerce	6.4	36.6	8.2	34.2	-22.2%	7.1%
Paper-Based	94.3	56,763.5	95.5	55,116.9	-1.3%	3.0%
Total Transactions	630.5	272,552.5	609.8	245,500.2	3.4%	11.0%

1. Payment Systems Infrastructure

Digital payments and infrastructure continues to grow in 3rd quarter of FY23 as well. During the quarter, network of POS machines has expanded by 3.1% reaching to 112,302 machines by end of Mar-23. Number of internet and mobile phone banking users registered with Banks/ MFBs were 9.3 million and 15.3 million respectively. As of quarter-end, Banks/ MFBs have 6,562 e-commerce merchants registered with them. In the same quarter, Electronic Money Institutions (EMIs) have opened 415,811 new e-wallet accounts reaching 1.6 million accounts in total.

As per previous quarter-end, there were 17,547 ATMs in the country which has now increased to 17,678 ATMs by end Q3-FY23. Average up-time of these ATMs during Q3-FY23 was 95.7% which was 96.4% in previous quarter. Average ticket size of cash withdrawals through ATM during the quarter was PKR 14,281/transactions.

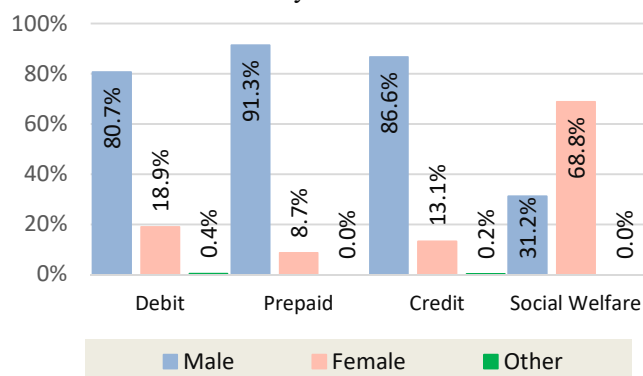
2. Payment Systems Instruments

Adoption and acceptance of digital instrument has been increasing steadily. As of quarter-end Mar-23, total payment cards issued in Pakistan stood at 48.4 million of which, 46.0 million are issued by Banks/ MFBs while

the remaining 2.4 million are issued by EMIs. Payment cards in Pakistan can be categorized into 4 categories; Debit, Credit, Pre-paid and Social Welfare cards. Of total cards in circulation, there are 37.1 million Debit cards capturing 76.7% of share in total cards followed by 9.2 million Social Welfare cards (19.1%), 1.9 million Credit cards (4.0%) and 0.2% Prepaid cards.

As per the data reported by Banks/ MFBs, around 81% of all debit card holders are male, 19.2% female and <0.1% falls under others category. Similar trend is observed in Prepaid and Credit cards where majority of card holders are male. However, for Social Welfare cards, 69% of card holders are female and 31% are male card holders.

Figure-1: Gender-wise Distribution of Payment Cards

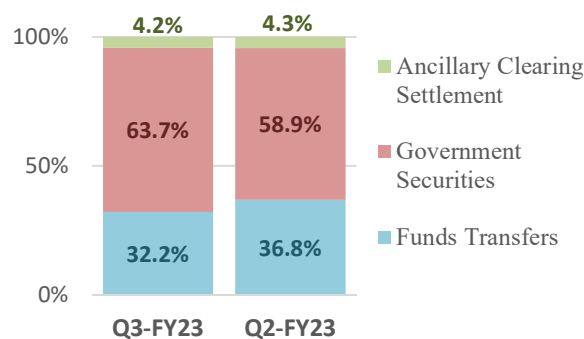


Note: Other includes Transgender, Joint Account and Corporates

3. Payment Systems Transactions

There is an increasing trend in overall Large-Value Settlements (LVS) and Retail Transactions by both volume and value indicating a healthy payments ecosystem. During the quarter Q3-FY23, number of LVS processed through PRISM grew by 4.6% with value increasing by 13.9% reaching to PKR 171.5 trillion. Around 64% of all PRISM transactions pertains to government securities and 32% to customers and 3rd party funds transfers.

Figure 2: Break-up of PRISM Transactions by Value



In addition to this, e-banking transactions also witnessed growth during the current quarter. A total of 535.0 million e-banking transactions were processed by Banks/ MFB with value of PKR 44.3 trillion showing a growth of 4.3% by volume and 11.2% by value. Mobile Phone and Internet banking volume increased by 9.9% and value by 19.1% during the quarter. Although volume of e-commerce transactions declined, however its value increased by 7.1%.

Paper-based transactions volume in Q2-FY23 was 95.5 million, which has now decreased to 94.3 million by end Q3-FY23. During the same period, value of transactions have increased by 3.0% reaching to PKR 56.8 trillion.

4. Raast – Pakistan's Instant Payment System

Raast is Pakistan's Instant Payment System, an initiative by SBP, which enables instant end-to-end digital payments among individuals, businesses, and government entities. Since its launch, Raast has shown positive

growth in number of user IDs and transactions. As of current quarter (Q3-FY23), there are 29.2 million registered Raast users which was 25.8 million in previous quarter. Number of transactions processed through Raast increased by 92.2% while value grew by 56.0 %. Summary on transactions processed by Raast is presented in table T-2 below:

T-2: Raast Transactional Data Summary

Transactions Data	Jan-Mar 2023		Oct-Dec 2022		Change (%)	
	Volume (000's)	Value (PKR bn)	Volume (000's)	Value (PKR bn)	Volume (% QoQ)	Value (% QoQ)
Bulk Payments	124.9	29.9	85.0	17.6	46.9%	69.6%
Person-to-Person	41,151.7	872.8	21,396.3	561.0	92.3%	55.6%
Total Transactions	41,276.6	902.6	21,481.3	578.6	92.2%	56.0%

Annexure A: Quarterly Payment Systems Data

Quarterly Payment Systems Data is appended on following pages:

Table A-1: Payment Systems Infrastructure

Number of	Q3-FY22	Q4-FY22	Q1-FY23	Q2-FY23 ^R	Q3-FY23 ^P
Commercial Banks	33	33	33	33	33
MFBs	11	11	11	11	11
DFIs	8	8	8	8	8
PRISM Participants	59	59	59	59	59
Banks ¹	38	38	38	38	38
MFBs	8	8	8	8	8
DFIs	9	9	9	9	9
Non-Bank	1	1	1	1	1
Special Participants	3	3	3	3	3
All Banks/ MFBs Branches	16,788	17,031	17,086	17,479	17,516
RTOB Branches	16,643	16,603	16,598	16,980	17,078
Manual Branches	48	337	400	416	355
Overseas Branches	97	91	88	83	83
PSOs/PSPs²	13	12	12	12	12
Commercial License	6	5	5	5	5
Pilot Approval	1	1	2	2	2
In-Principle Approval	6	6	5	5	5
EMIs²	10	11	12	11	11
Commercial Launch	3	4	4	4	4
Pilot Approval	3	2	2	1	3
In-Principle Approval	4	5	6	6	4
ATMs	16,897	17,133	17,380	17,547	17,678
On-site	13,897	14,095	14,297	14,470	14,591
Off-Site	2,983	3,021	3,066	3,061	3,070
Mobile	17	17	17	16	17
POS Machines	96,975	104,865	106,479	108,899	112,302
Internet Banking Users	7,831,251	8,369,872	8,790,519	10,124,357	9,329,747
Mobile Phone Banking Users	11,977,624	12,339,053	12,827,346	15,014,211	15,263,801
Call Centers/ IVR Banking Users	34,663,576	35,351,561	36,132,004	36,256,426	36,968,162
E-wallet holders (EMI Account)	148,086	362,373	756,203	1,190,054	1,605,865
e-Commerce Merchants Registered with Banks	4,445	4,887	5,429	5,954	6,562
Merchants Registered with EMIs³	4,943	4,951	4,954	5,484	45,014

¹ Includes Banks and their Islamic banking windows

² List of all registered PSOs/PSPs is available at: <https://www.sbp.org.pk/PS/PDF/List-PSOs-PSPs.pdf> and for EMIs at: <https://www.sbp.org.pk/PS/PDF/List-of-EMIs.pdf>

³ Also includes Freelancers as Merchants

^R Revised | ^P Provisional

Table A-2: Composition of Payment Cards

(in unit number)

Transaction Type	Q3-FY22	Q4-FY22	Q1-FY23	Q2-FY23	Q3-FY23
Cards issued by Banks/ MFBs					
Debit Cards	29,419,406	30,162,289	31,625,316	32,524,158	34,737,526
ATMs only Cards	4,881,677	42,144	15,072	-	-
Social Welfare Cards	11,017,162	10,327,551	10,412,092	10,159,574	9,230,733
Credit Cards	1,739,466	1,799,702	1,852,357	1,913,776	1,931,345
Pre-Paid Cards	127,624	109,010	102,343	99,124	96,339
Total Payment Cards Issued by Banks/ MFBs	47,185,335	42,440,696	44,007,180	44,696,632	45,995,943
Cards issued by EMIs					
Debit Cards	189,898	514,961	1,142,218	1,824,596	2,372,708
Total Payment Cards Issued by EMIs	189,898	514,961	1,142,218	1,824,596	2,372,708

Table A-3: Transactions Processed Through Raast – Summary

(Volume in 000's & Value in PKR Billion)

Transaction Type	Q3-FY22		Q4-FY22		Q1-FY23		Q2-FY23		Q3-FY23	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
Bulk Payments	9.6	2.2	19.6	4.8	19.2	5.2	85.0	17.6	124.9	29.9
Person-to-Person	764.4	8.5	7,091.0	93.6	11,768.7	228.9	21,396.3	561.0	41,151.7	872.8
Total Transactions	774.0	10.7	7,110.6	98.4	11,788.0	234.1	21,481.3	578.6	41,276.6	902.6

Table A-4: Payment Systems Transactions – Summary

(Volume in Million & Value in PKR Billion)

Transaction Type	Q3-FY22		Q4-FY22		Q1-FY23 ^R		Q2-FY23 ^R		Q3-FY23 ^P	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
PRISM System	1.08	155,677.4	1.07	205,538.0	1.15	135,258.6	1.21	150,549.4	1.27	171,494.8
E-Banking	410.9	35,422.3	439.0	41,985.0	454.8	39,879.1	513.1	39,833.9	535.0	44,294.3
RTOB	52.3	26,774.1	52.5	32,386.6	48.4	28,944.5	53.2	27,428.4	54.0	29,929.8
ATM ¹	171.3	2,437.2	183.7	2,660.5	184.9	2,679.0	202.5	2,945.1	202.3	3,121.0
POS ²	38.3	189.7	39.8	204.6	42.5	216.6	48.5	256.8	51.8	282.8
Internet Banking	38.3	2,906.9	40.0	3,024.1	40.1	3,778.3	45.3	3,844.7	40.8	4,139.8
Mobile Phone Banking	101.5	3,085.8	112.9	3,677.1	129.9	4,224.8	155.3	5,322.8	179.7	6,782.5
Call Centers/ IVR Banking	0.03	1.59	0.03	2.09	0.04	2.42	0.03	1.92	0.03	1.86
E-Commerce ³	9.1	27.0	10.1	30.0	9.0	33.5	8.2	34.2	6.4	36.6
Paper-Based	96.5	46,412.1	96.0	55,704.3	93.9	50,898.2	95.5	55,116.9	94.3	56,763.5
Total	508.5	237,511.9	536.0	303,227.3	549.9	226,035.9	609.8	245,500.2	630.5	272,552.5

¹ Based on data provided by ATMs acquirers² Based on data provided by POS acquirers³ Based on data provided by e-commerce payment gateway acquirers^R Revised | ^P Provisional**Table A-5: PRISM Transactions**

(Volume in Thousand & value in PKR Trillion)

Transaction Type	Q3-FY22		Q4-FY22		Q1-FY23		Q2-FY23		Q3-FY23	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
Government Securities	23.4	106.2	24.8	148.2	19.1	76.7	21.9	88.7	19.9	109.2
Inter-Bank Fund Transfers	86.4	27.9	89.2	29.3	88.2	32.9	92.8	34.3	96.8	33.2
3rd Party Customer Transfers	951.0	16.4	945.7	20.3	1,028.1	19.2	1,080.1	21.1	1,133.9	21.9
Ancillary Clearing Settlement	15.6	5.3	15.3	7.7	14.9	6.4	17.4	6.4	17.9	7.2
Total	1,076.4	155.7	1,074.9	205.5	1,150.2	135.3	1,212.3	150.5	1,268.5	171.5

Table A-6: Real-Time Online Branches (RTOBs) Transactions

(Volume in Million & Value in PKR Billion)

Transaction Type	Q3-FY22		Q4-FY22		Q1-FY23		Q2-FY23		Q3-FY23 ^P	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
Cash Deposits	24.4	4,603.0	22.5	4,810.1	22.0	4,696.9	25.4	5,519.7	26.2	6,226.1
Cash Withdrawals	11.5	2,158.7	11.7	2,503.6	10.7	2,328.6	10.6	2,524.5	10.9	2,974.5
Intra-Bank Funds Transfers	16.4	20,012.4	18.2	25,072.9	15.7	21,919.0	17.2	19,384.2	16.9	20,729.1
Total	52.3	26,774.1	52.5	32,386.6	48.4	28,944.5	53.2	27,428.4	54.0	29,929.8

^R Revised | ^P Provisional**Table A-7: ATM Transactions**

(Volume in Million & Value in PKR Billion)

Transaction Type	Q3-FY22		Q4-FY22		Q1-FY23		Q2-FY23		Q3-FY23 ^P	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
Cash withdrawals	165.7	2,204.8	178.2	2,379.2	179.6	2,421.9	196.9	2,663.3	196.4	2,804.3
Intra-Bank Fund Transfer	1.3	63.3	1.3	64.3	1.2	59.7	1.2	64.9	1.2	71.3
Inter-Bank Fund Transfers	2.4	123.6	2.5	164.6	2.5	127.6	2.6	137.9	2.8	151.2
Utilities Bill Payments	1.5	5.5	1.3	7.6	1.2	11.4	1.0	7.4	1.0	5.7
Cash & Instrument Deposits*	0.4	39.7	0.4	44.8	0.6	58.4	0.7	71.5	0.8	88.3
Other Transactions**	0.0	0.1	0.0	0.1	0.0	0.1	0.0	0.1	0.0	0.2
Total	171.3	2,437.2	183.7	2,660.3	184.9	2,679.0	202.5	2,945.1	202.3	3,121.0

Based on data provided by Banks providing ATM facility

* This includes deposit of cash and payment instruments through Cash Deposit Machines (CDMs) & Cash/Cheque Deposit Machines (CCDMs)

** Other Transactions includes transactions like; Donations, Institutional fee etc.

^R Revised | ^P Provisional

Table A-8: POS Transactions

(Volume in Million & Value in PKR Billion)

Transaction Type	Q3-FY22		Q4-FY22		Q1-FY23 ^R		Q2-FY23 ^R		Q3-FY23 ^P	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
Cash withdrawals ¹⁰	0.2	8.8	0.1	7.9	0.1	8.1	0.2	9.4	0.2	10.1
Purchase on POS - Local	35.5	168.2	37.2	185.0	39.8	192.7	45.9	233.2	48.9	255.8
Purchase on POS - International	2.6	12.6	2.5	11.7	2.6	15.8	2.4	14.3	2.7	16.8
Total Transactions	38.3	189.7	39.8	204.6	42.5	216.6	48.5	256.8	51.8	282.8

Based on data provided by POS Acquiring Banks (includes 6 open loop and 3 closed loop)

^R Revised | ^P Provisional

Table A-9: Internet Banking Transactions

(Volume in Million & Value in PKR Billion)

Transaction Type	Q3-FY22		Q4-FY22		Q1-FY23		Q2-FY23		Q3-FY23 ^P	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
Intra-Bank Fund Transfers	12.7	979.6	13.9	1,318.7	13.5	1,310.1	14.5	1,442.4	12.3	1,479.6
Inter-Bank Fund Transfers	18.9	1,116.8	19.0	1,294.3	19.4	1,467.1	23.2	1,543.8	21.8	1,764.0
Utilities Bill Payments	5.3	150.5	5.7	191.7	5.8	208.1	6.1	216.3	5.5	208.6
Misc. Payments ¹¹	1.4	660.0	1.4	219.5	1.4	793.0	1.5	642.1	1.2	687.6
Total Transactions	38.3	2,906.9	40.0	3,024.1	40.1	3,778.3	45.3	3,844.7	40.8	4,139.8

^R Revised | ^P Provisional¹⁰ Cash withdrawal transactions carried out through closed loop POS facility provided by 3 banks¹¹ All Internet Banking transactions other than funds transfer, bill payments and mobile top-ups

Table A-10: Mobile Banking Transactions

(Volume in Million & Value in PKR Billion)

Transaction Type	Q3-FY22		Q4-FY22		Q1-FY23		Q2-FY23		Q3-FY23 ^P	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
Intra-Bank Fund Transfers	21.8	1,245.8	25.4	1,486.3	26.7	1,653.1	33.6	2,193.9	39.3	2,852.9
Inter-Bank Fund Transfers	54.5	1,542.3	61.0	1,834.1	74.8	2,130.4	91.3	2,629.6	107.8	3,385.8
Utilities Bill Payments	19.2	42.2	19.9	50.0	21.0	136.7	22.5	139.3	23.8	140.1
Misc. Payments ¹²	6.1	255.5	6.7	306.7	7.3	304.7	8.0	360.1	8.7	403.7
Total Transactions	101.5	3,085.8	112.9	3,677.1	129.9	4,224.8	155.3	5,322.8	179.7	6,782.5

^R Revised | ^P Provisional**Table A-11: Call Center/IVR Banking Transactions**

(Volume in Thousands & Value in PKR Billion)

Transaction Type	Q3-FY22		Q4-FY22		Q1-FY23		Q2-FY23		Q3-FY23 ^P	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
Intra-Bank Fund Transfers	2.44	0.1	2.35	0.1	2.3	0.2	2.0	0.1	1.7	0.1
Inter-Bank Fund Transfers	0.03	0.0	0.03	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Utilities Bill Payments	7.46	0.1	8.30	0.2	11.2	0.3	10.0	0.2	8.3	0.2
Misc. Payments ¹³	24.08	1.3	23.60	1.8	24.6	1.9	22.7	1.6	21.5	1.6
Total Transactions	34.00	1.6	34.28	2.1	38.1	2.4	34.7	1.9	31.5	1.9

^R Revised | ^P Provisional¹² All Mobile Phone Banking transactions other than funds transfer, bill payments and mobile top-ups¹³ All Call Center/ IVR Banking transactions other than funds transfer, bill payments and mobile top-ups

Table A-12: E-Commerce Transactions

(Volume in Million & Value in PKR Billion)

Transaction Type	Q3-FY22		Q4-FY22		Q1-FY23		Q2-FY23		Q3-FY23 ^P	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
Local Transactions	8.4	21.8	8.9	22.0	7.6	23.7	7.0	24.1	5.5	26.0
International Transactions	0.8	5.3	1.1	8.0	1.4	9.8	1.2	10.1	0.9	10.6
Total Transactions	9.1	27.0	10.1	30.0	9.0	33.5	8.2	34.2	6.4	36.6

Based on data reported by e-Commerce payment gateway acquirers

^R Revised | ^P Provisional**Table A-13: Paper-Based Transactions**

(Volume in Thousands & Value in PKR Billion)

Transaction Type	Q3-FY22		Q4-FY22		Q1-FY23		Q2-FY23 ^R		Q3-FY23 ^P	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
Cash Deposit - OTC	23.5	5,194.1	23.0	6,137.2	23.1	6,089.4	23.3	6,582.2	23.2	6,477.4
Cash Withdrawal - OTC	36.5	6,482.3	36.1	7,113.9	34.9	7,327.9	37.2	7,640.3	37.4	8,456.0
Intra-Bank Fund Transfers	8.6	19,536.1	9.1	23,377.0	8.5	21,959.2	9.4	24,197.7	9.6	24,906.4
Inter-Bank Fund Transfers	9.7	8,148.2	10.5	9,605.0	9.0	7,962.0	9.0	8,272.5	7.8	7,682.7
Pay Order/Demand Draft/Banker's Cheque	2.8	3,166.6	2.6	4,154.8	2.2	2,696.0	2.1	3,183.2	2.0	3,651.9
Direct Debit	0.6	2,831.7	0.7	3,987.2	0.6	3,555.6	0.6	3,975.1	0.6	4,499.9
Utility Bill Payments	14.6	368.0	13.7	502.6	15.4	556.5	13.6	432.4	13.5	373.3
Others Paper-Based Instruments ¹⁴	0.2	685.1	0.2	826.5	0.2	751.6	0.3	833.5	0.1	715.9
Total	96.5	46,412.1	96.0	55,704.3	93.9	50,898.2	95.5	55,116.9	94.3	56,763.5

^R Revised | ^P Provisional¹⁴ Other paper-based instruments includes TT, MT, Coupon, Dividend Warrants, etc.

Table A-14: ATM Transactions - By Payment Cards issued by Bank/ MFBs

(Volume in Million & Value in PKR Billion)

Transaction Type	Q3-FY22		Q4-FY22		Q1-FY23 ^P		Q2-FY23		Q3-FY23 ^P	
	Volume	Value	Volume	Value	Volume	Value	Volume	Value	Volume	Value
ATMs only Cards	1.2	3.0	1.0	3.7	0.8	6.0	0.8	3.4	0.8	1.9
Debit Cards	168.1	2,384.2	176.2	2,583.1	181.5	2,613.1	201.9	2,902.5	197.4	3,031.7
Credit Cards	0.1	1.2	0.1	1.7	0.1	1.5	0.1	1.8	0.1	1.6
Pre-Paid Cards	0.0	0.3	0.0	0.3	0.0	0.3	0.0	0.2	0.0	0.1
Social Welfare Cards	0.4	1.3	0.5	1.5	0.4	1.4	0.4	0.9	0.3	1.2
Total	169.8	2,390.0	177.8	2,590.3	182.9	2,622.1	203.1	2,908.8	198.7	3,036.6

Based on data provided by Card issuers

^R Revised | ^P Provisional**Table A-15: POS Transactions - By Payment Cards issued by Bank/ MFBs**

(Volume in Million & Value in PKR Billion)

Transaction Type	Q3-FY22		Q4-FY22		Q1-FY23 ^P		Q2-FY23		Q3-FY23 ^P	
	Volume	Value	Volume	Value	Volume	Value	Value	Volume	Value	Volume
Debit Cards	26.8	117.8	29.6	130.8	31.8	144.9	35.9	175.5	38.2	194.3
Credit Cards	12.1	77.5	12.8	86.9	13.5	95.9	14.4	107.2	14.5	107.9
Pre-Paid Cards	0.0	0.1	0.0	0.1	0.0	0.0	0.0	0.1	0.0	0.1
Social Welfare Cards	-	-	-	-	-	-	-	-	-	-
Total	39.0	195.5	42.4	217.8	45.3	240.8	50.4	282.8	52.7	302.3

Based on data provided by Card issuers

^R Revised | ^P Provisional

Table A-16: e-Commerce Transactions - By Payment Cards issued by Bank/ MFBs

(Volume in Million & Value in PKR Billion)

Transaction Type	Q3-FY22		Q4-FY22		Q1-FY23 ^P		Q2-FY23		Q3-FY23 ^P	
	Volume	Value	Volume	Value	Volume	Volume	Value	Volume	Value	Volume
Debit Cards	10.1	35.5	8.7	33.5	8.0	38.1	9.0	39.1	9.0	45.1
Credit Cards	4.2	29.4	4.0	32.6	3.9	36.8	3.7	34.6	3.6	35.9
Pre-Paid Cards	0.0	0.0	0.0	0.1	0.0	0.1	0.0	0.1	0.0	0.1
Total	14.3	64.9	12.7	66.2	11.9	75.1	12.7	73.8	12.6	81.1

Based on data provided by Card issuers

^R Revised | ^P Provisional**Table A-17: Branchless Banking Summary**

Items	Q4-FY22	Q1-FY23	Q2-FY23	Q3-FY23 ^P
Number of Agents	637,231	629,266	622,884	627,886
Number of Accounts	88,549,274	90,302,812	97,096,597	103,083,615
Number of BB App users	40,797,793.0	45,672,969.0	46,780,277.0	48,399,577
Number of BB App active users	27,088,162.0	28,633,459.0	29,278,359.0	29,344,880
Deposits as on Quarter end (PKR million)	78,272	81,299	88,488	94,559
Number of transactions during the quarter ('000s)	728,625	733,052	874,560	899,506
Value of transactions during the quarter (PKR million)	2,946,271	3,177,184	3,660,955	4,961,472

* Includes Donations, Retail Payments, International Home Remittances, Account Opening Charges, and other Transfers/Payments

^R Revised | ^P Provisional

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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