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From: gmit@allahabadbank.in

Date: Aug 25, 2016 3:13:31 PM

Subject: Response :Consultation paper on the review of regulatory framework for the use of USSD for mobile financial services

To: advfea1@traf.gov.in

Dear Sir,

Enclosed please find the attached document on captioned matter for your perusal and doing the needful.

With Regards

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Allahabad bank

Q1: In your opinion, what should be the maximum number of stages per USSD session for mobile banking service:

- (i) Five
- (ii) Eight
- (iii) Unlimited
- (iv) Any other (please specify)

(Please provide justification in support of your response).

Eight

In case of fund transfer, the user will be able to input the contents separately e.g.

Amount +remarks – Currently one stage which can be bifurcated into two stages

PIN + Debit account number - Currently one stage which can be bifurcated into two stages

One more stage for any future usage.

Q2: Which of the following methods is appropriate for prescribing the tariff for USSD based mobile banking?

- (i) Cost-based tariff for outgoing USSD session for mobile banking; or
- (ii) Monthly (or periodic) subscription fee for the use of USSD for mobile banking services; or
- (iii) Any other method

Cost-based tariff for outgoing USSD session for mobile banking; or

Q3: What methodology should be used for estimating the cost per USSD session for mobile banking service?

We can have the PACK of USSD like SMS PACK.

Q4: If your response to the Q2 is 'Any other Method', please provide full details of the method.

- NA

Q5: Whether it would be appropriate to mandate the service providers to levy charges for USSD session for mobile banking only if the customer is able to complete his/her transaction? If yes, please describe the method to implement such an arrangement technically?

Yes, the service providers to levy charges for USSD session for mobile banking, if the customer is able to complete the transaction.

The Service provider gets the response from Bank/NPCI Gateway if the transaction is completed. When no response is received from Bank/NPCI Gateway to TSP, the transaction should be treated INCOMPLETE. Under this scenario, the Service Provider should not charge for USSD session.

Q6: Whether the present pricing model for USSD-based mobile banking in which consumers pay for the use of USSD should continue?

YES

Q7: In case your response to the Q6 is in the negative, what should be alternative pricing models? Please provide justification in support of your response.

NA

Q8: Keeping in view the concerns raised by the TSPs, whether there is a need for allowing USSD push sessions when customer-initiated USSD session is dropped due to some reason so that the customer can complete his/her unfinished transaction? Please support your response with justifications.

Yes, there is a need for for USSD push session.

If the session is terminated in between the different stages. e.g.

- 1. During filing the information like account number, the session should be pushed from TSP so that the customer may start from the stage where the session was terminated.**
- 2. If customer was about to receive the response from Bank/NPCI Gateway, the session is terminated. In this scenario also the session should be pushed from TSP so that the customer may get the response from Bank/NPCI Gateway.**

Q9: Whether it would be appropriate to allow all variety of mobile payment services apart from the mobile banking services on the existing USSD Aggregation platform(s)? Please support your response with justification.

No.

Q10: Is there any other relevant issue which should be considered in the present consultation on the review of regulatory framework for the use of USSD for mobile financial services?

NO