

F. No. 11/16/2011-FI Part  
Government of India  
Ministry of Finance  
Department Financial Services  
(FI Section)

3<sup>rd</sup> Floor, Jeevan Deep Building,  
Parliament Street, New Delhi  
Dated: 25<sup>th</sup> June, 2012

To,

Chairman / CMDs of All PSBs  
Chairman RRBs (through Sponsor Banks)

**Sub: Preparation of rollout plan for installation of Cash Dispensers (CDs) and monitoring progress thereof - regarding**

Sir (s),

I am directed to refer to the RFP floated by various Public Sector Banks for "Outsourcing of Installation and Managed Services of Cash Dispensers (CDs)". on a geographical cluster basis for various PSBs and RRBs. Selection of vendor and the finalization of rates for all the 16 clusters has now been completed by the respective lead banks (Cluster-wise details of lead bank and vendor selected as enclosed). The lead banks are, therefore, now required to ensure a smooth and expeditious rollout of the CDs so that the objective of Financial Inclusion is met. This will in particular require the following steps to be taken by the lead bank and the other banks:-

- (a) Approval of rates for all clusters by all banks and signing of agreement including SLA with the selected vendor by all the member banks operating in respective clusters by 15<sup>th</sup> July, 2012.
- (b) RRBs, Local Area Banks, Urban Cooperative banks, District Cooperative Banks etc. operational in the geographical cluster be also informed about the details of the RFP finalized so that they may also sign an agreement with the vendor and install CDs, as per terms and conditions of the RFP if they so desire.
- (c) There is a need for a regular interaction between all the member banks who have signed the agreement so that all the operational issues are resolved.
- (d) The priority for installation has to be rural branches and for that RRBs need to be given highest priority. In case of RRBs, there is no need for

separate switch as the switch of the sponsor bank should be used for transaction.

(e) Financing of ATM to the selected vendor is essential. A model scheme has already been circulated based on which all banks have finalized or, are in the process of finalizing their respective schemes. It is necessary that financing is extended to the vendor on need basis, as per this scheme, by following standard banking procedures.

(f) It would be desirable that one district in the cluster is chosen as a pilot and all member banks in this district install the CDs within a period of one month from the date of signing of the agreement. This will enable the vendor as well as the banks to sort out all operational and interface issues in the rollout of the ATMs and will be useful for ensuring a rapid rollout in rest of the districts in the cluster.

3. It is essential that all the concerned banks monitor the rollout on a regular basis, for which it is important for them to prepare a Rollout **Plan**. Format for preparation of this rollout plan indicating district-month wise rollout plan for a State/UT is enclosed herewith as **Annexure P1- P3**.

4. The concerned member banks will furnish the district-month wise Progress **Report** to the lead bank of the cluster in the format at Annexure **R1** which should consolidate the information in formats as given in **Annexure R2 & R3**. These formats will be prepared by the lead bank for each of the States/UTs in its cluster and furnished to the Department.

5. The information in the above formats be also obtained from other participating banks and included in reporting formats.

6. District-Month wise Rollout Plan as explained above should be prepared and furnished to the respective lead bank by all the concerned member banks by 15<sup>th</sup> July, 2012 in **Annexure P1**. The lead bank shall, thereafter, consolidate the information in **Annexure P2 & P3** and furnish to this department by 31<sup>st</sup> July, 2012. Progress Reports should be prepared and sent by the participating banks to the Lead Bank of the State/UT, starting from the month of July, 2012, for which the report be sent by the member Banks to the Lead Bank by 5<sup>th</sup> August, 2012 and by Lead Bank to the Department by 10<sup>th</sup> August, 2012. Reports for subsequent months be similarly furnished by 5<sup>th</sup> & 10<sup>th</sup> of the succeeding month. The information may

only be sent through email at [fi-dfs@nic.in](mailto:fi-dfs@nic.in) and no hard copy should be sent to this Department.

7. This issues with the approval of Secretary (FS)

Yours sincerely,

(Jitendar Kumar Mehan)  
Under Secretary (FI)  
01123748767

Encl. As Above

Copy to: 1. Chairman, NABARD and NAFCUB, with request to refer to **para 1(b)** above and take necessary action accordingly.

2. Local Area Banks

| Details of Vendor Selected in Common RFP for Outsourcing of Installation and Managed Services of Cash Dispensers (CDs) |   |  |                                   |   |
|--|---|--|-----------------------------------|---|
| S.No   | Lead Bank Details   | Name of cluster                          | Rate Finalized in Reverse Auction | Vendor Details  |
| 1  | <b>Bank of India</b><br><b>Contact Person:</b> Shri Pushpinder Singh<br><b>Mobile:</b> 9619449668<br><b>Email:</b> Pushpinder.Singh@bankofindia.co.in | Maharashtra                              | 11.90                             | <b>CISB Ltd.</b><br><b>Contact Person:</b> Mr. K.N.Pimple<br><b>Email:</b> kn.pimple@cisb.co.in<br><b>Mobile:</b> 9820416373  |
| 2  |   | Andhra Pradesh                           | 6.70                              | <b>Tata Communications Banking Infrsolution Ltd. (TCBIL)</b><br><b>Contact Person:</b> Ms. Ipsita sur<br><b>Email:</b> ipsita.sur@tatacommunications.com<br><b>Mobile:</b> 9029062011 |
| 3  | <b>Bank of Baroda</b><br><b>Contact Person:</b> Shri P.D. Singh<br><b>Mobile:</b> 9820104118<br><b>Email:</b> pd.singh@bankofbaroda.com               | Rajasthan                                | 7.40                              | <b>Mphasis Ltd.</b><br><b>Contact Person:</b> Mr. Kailash Boyatkar<br><b>Email:</b> kailash.boyatkar@mphasis.com<br><b>Mobile:</b> 9623159122   |
| 4  |   | Gujarat, Dadar Nagar Haveli, Daman & Diu | 7.40                              | <b>Mphasis Ltd.</b><br><b>Contact Person:</b> Mr. Kailash Boyatkar<br><b>Email:</b> kailash.boyatkar@mphasis.com<br><b>Mobile:</b> 9623159122   |
| 5  |   | Bihar, Jharkhand                         | 7.10                              | <b>NCR Corporation India Pvt. Ltd</b><br><b>Contact Person:</b> Mr. Abhay Kulkarni<br><b>Email:</b> abhay.kulkarni@ncr.com<br><b>Mobile:</b> 9833271921                               |
| 6  | <b>Canara Bank</b><br><b>Contact Person:</b> Shri M.A. Nayagam<br><b>Mobile:</b> 9900113430<br><b>Email:</b> nayagam_ma@canarabank.com                | Goa, Karnataka                           | 6.70                              | <b>Mphasis Ltd.</b><br><b>Contact Person:</b> Mr. Kailash Boyatkar<br><b>Email:</b> kailash.boyatkar@mphasis.com<br><b>Mobile:</b> 9623159122   |
| 7  |   | Tamilnadu, Puducherry                    | 6.60                              | <b>Tata Communications Banking Infrsolution Ltd. (TCBIL)</b><br><b>Contact Person:</b> Ms. Ipsita sur<br><b>Email:</b> ipsita.sur@tatacommunications.com<br><b>Mobile:</b> 9029062011 |
| 8  | <b>Punjab National Bank</b><br><b>Contact Person:</b> Shri M.J.Singh<br><b>Mobile:</b> 9958777002<br><b>Email:</b> mj_singh@pnb.co.in                 | Haryana, Chandigarh, Himachal Pradesh    | 12.10                             | <b>AGS Transact Technologies Ltd.</b><br><b>Contact Person:</b> Mr. Ganapathy S.<br><b>Email:</b> ganapathy.s@agsindia.com<br><b>Mobile:</b> 9223191777                               |
| 9  |   | Delhi, Uttarakhand                       | 11.10                             | <b>Prizm Payments Services Pvt Ltd.</b><br><b>Contact Person:</b> Mr. Srinivas Rao<br><b>Email:</b> srinivas.rao@prizmpayments.com<br><b>Mobile:</b> 9820649716                       |
| 10   |   | Kerala, Lakshadweep                      | 7.90                              | <b>NCR Corporation India Pvt. Ltd</b><br><b>Contact Person:</b> Mr. Abhay Kulkarni<br><b>Email:</b> abhay.kulkarni@ncr.com<br><b>Mobile:</b> 9833271921                               |
| 11   | <b>State Bank of India</b><br><b>Contact Person:</b> Shri Kumar Rajan<br><b>Mobile:</b> 9004605699<br><b>Email:</b> kumar.rajan@sbi.co.in             | Madhya Pradesh                           | 9.90                              | <b>Financial Software &amp; Systems (P) Ltd. (FSS)</b><br><b>Contact Person:</b> Mr. Rajendra Rachalwar<br><b>Email:</b> rajendrar@fss.co.in<br><b>Mobile:</b> 9892560307             |
| 12   |   | North East                               | 10.60                             | <b>FIS Payment Solution and Services India Pvt Ltd</b><br><b>Contact Person:</b> Mr. Sushil Nandan<br><b>Email:</b> sushil.nandan@figlobal.com<br><b>Mobile:</b> 9769355258           |
| 13   |   | Uttar Pradesh                            | 7.90                              | <b>Accura Infotech Pvt Ltd</b><br><b>Contact Person:</b> Mr. Zahid Ali Khan<br><b>Email:</b> zahidalik@accurainfotech<br><b>Mobile:</b> 9833978064                                    |
| 14   | <b>Union Bank of India</b><br><b>Contact Person:</b> Shri Lalit Sinha<br><b>Mobile:</b> 9820742034<br><b>Email:</b> lalitsinha@unionbankofindia.com   | Jammu & Kashmir, Punjab                  | 8.90                              | <b>FIS Payment Solution and Services India Pvt Ltd</b><br><b>Contact Person:</b> Mr. Sushil Nandan<br><b>Email:</b> sushil.nandan@figlobal.com<br><b>Mobile:</b> 9769355258           |
| 15   |   | Orrisa, Chattisgarh                      | 6.80                              | <b>Mphasis Ltd.</b><br><b>Contact Person:</b> Mr. Kailash Boyatkar<br><b>Email:</b> kailash.boyatkar@mphasis.com<br><b>Mobile:</b> 9623159122   |
| 16   |   | West Bengal, Andaman & Nikobar           | 7.30                              | <b>Tata Communications Banking Infrsolution Ltd. (TCBIL)</b><br><b>Contact Person:</b> Ms. Ipsita sur<br><b>Email:</b> ipsita.sur@tatacommunications.com<br><b>Mobile:</b> 9029062011 |