



FIPS 2015
EVENT REPORT

elets



**Financial Inclusion
& Payment Systems**
03rd December, New Delhi

FINANCIAL INCLUSION & PAYMENT SYSTEMS

Moving Beyond Bank Accounts

In a bid to bring a battery of stakeholders from several different fields at one platform to deliberate their views upon Jan Dhan Yojana, Aadhaar and Mobile (JAM), Financial Inclusion and latest technological interventions, Elets Technomedia organised 3rd annual Financial Inclusion and Payment Systems (FIPS) summit on December 03, 2015, at New Delhi. Here are the key excerpts of what went through



INAUGURAL SESSION

Revolutionising Financial Inclusion through Jan Dhan, Aadhaar & Mobile

EMPOWERING CITIZENS



“ Main vision behind introducing Aadhaar card was to empower citizens of India with a unique ID on digital platform that can be authenticated anytime, anywhere ”

DR AJAY BHUSHAN PANDEY

Director General, UIDAI,
Government of India

Aadhaar is a transformation from 'No ID' to 'Online ID'. We have enabled citizens to download their Aadhaar cards from our website, get a printout and use it in case they haven't received their cards. The id which is authentic and applicable across the country will help reduce the case of forgery in banking system also

<http://bfsi.eletsonline.com/drajaybhushanpandey/>

TECH CHANGING FAST



“ Aadhaar is driving Financial Inclusion (FI) through Jan Dhan Yojana scheme and leveraging technological advancements for public administration. Innovations like JAM will put us ahead on the path of FI ”


DR VINAY SAHASRABUDDHE

Director General,
Rambhau Mhalgi Prabodhini,
National Vice President, BJP

Aadhaar card is at the centre of the scheme of JAM (Jan Dhan, Aadhaar and Mobile). Because on one-hand, it is driving financial inclusion through Jan Dhan scheme and on another, it is leveraging technological advancements for public administration.

<http://bfsi.eletsonline.com/drvinaysahasrabudhe/>

'AAP KA BHALA, SAB KI BHALAI'



“ Within three months of inception, we have spread across 27 states, having 583 bank branches and 2,022 service centres. The bank has reached to 79 lakh customers with Rs 3,900 crores as deposit **”**

CHANDRA SHEKHAR GHOSH
Managing Director & CEO, Bandhan Bank

Our slogan is – ‘Aap ka Bhalai, Sab Ki Bhalai’ that implies if you open an account in Bandhan Bank, we will provide you with all the benefits and secure your money. Importantly, your money will be utilised to eliminate poverty from the country. We have also the provision of credit services. 76 lakh out of 79 lakh people are availing credit services.

<http://bfsi.eletsonline.com/chandrashekharghosh/>

EQUAL OPPORTUNITY TO EVERYBODY



“ Growth is a universal aspect that will continue even in terms of economy. Inclusive growth means providing equal opportunity to everybody. **”**

KV BRAHMAJI RAO
Executive Director, Punjab National Bank

In the last 12 to 15 years, we have seen massive financial reforms in the country. Financial inclusion is something which had been thought upon from the very beginning, that's why the banks have expanded their branches to increase penetration in India.

<http://bfsi.eletsonline.com/kvbrahmajirao/>

SESSION

Innovative Payment Systems In Modern Banking & Financial Services Scenario

AWARENESS PLAYS A VITAL ROLE



“ Aadhaar has empowered India by providing an identity to each and every person. It has played a phenomenal role in financial inclusion over the last few years ”

RAKESH SETHI
Executive Director,
Union Bank of India

Bankers are not just the machines. Their heart is also connected with their customers. Having the smart cards and other technologies in the banking sector has become a matter of ease for the customers. Awareness among the masses plays a vital role to reduce forgery cases.

<http://bfsi.eletsonline.com/rakeshsethi/>

INNOVATIONS BRING CHALLENGES



“ Security is the most important aspect which should not be ignored by the stakeholders concerned. And this is what has to happen together to take things forward ”

PUSHPINDER SINGH
Head Financial Inclusion & New
Business, National Payments
Corporation of India (NPCI)

Younger generation is more open to face risks involved in the payment systems. Innovations do bring different kind of challenges but at the same time they have brought convenience for the users too.

<http://bfsi.eletsonline.com/pushpindersingh/>

PRIVACY AND SECURITY IMPORTANT



“ Innovative Payment Systems...
Mobile banking is one of the core innovation strategies of HDFC Bank. The bank firmly believes that user experience is an ultimate thing ”

RAJNISH KHARE

Head - Digital Transformation and Mobility Banking, HDFC Bank

HDFC Bank has unveiled a campaign “Bank aap ki muthhi me” on the mobile platform to cater to the needs of our customers. The most important thing to worry about mobile is people are not well aware of the security options. Privacy and security, if combined with user experience can move the customer’s and the bank’s goal forward.

<http://bfsi.eletsonline.com/rajnishkhare/>

MOBILE IS THE FUTURE OF BANKING



“ It is projected that this year close to 22 billion transactions will move to eCommerce space. The share of mobile will be around 25 to 30 per cent ”

DEEPAK SHARMA

Executive Vice President & Head - Digital Initiatives, Kotak Mahindra Bank

The term m-commerce has come from two words— mobility and eCommerce. As a country, today we do close to 92 lakh crore of cashless transactions per annum. Out of that, one lakh crore of transactions (around 0.5 per cent) happen through mobile platform, which is a very minute percentage of total cashless transactions.

<http://bfsi.eletsonline.com/deepaksharma/>

CASH DIGITAL DIVIDE EXISTS



“ For the last two years, we have been working on a solution on how to democratise the digital money. The key thing is to empower rural India

”

ASHUTOSH PANDE

Founder and Chief Innovation Officer, PaySe

Globally, a lot of activities are taking place but right now in India we have Aadhaar, we have the RuPay card, but a mobile card is missing. Can we introduce a mobile card system? There are 50 million families in India who don't have mobile phones.

<http://bfsi.eletsonline.com/ashutoshpande/>

TECHNOLOGY, TRUST A MUST



“ Everybody has a unique business model. Our customers just use a SMS to do their transactions. Services have to be technologically and innovatively presented to the customers

”

VIMAL DHAR

Vice President,
My Mobile Payments Limited

We worked on a project where a simple SMS can translate a transaction and can enable a user, who is probably do not know how to use a phone, to do transactions. So we built up a project around this. We have served around 180 million customers across India. Everyday we do around a million transactions on SMS-based platform.

<http://bfsi.eletsonline.com/vimaldhar/>

HIGH SPEED INTERNET NEEDED



“ Today, almost everybody has got a mobile phone. The question is how you can reach millions of people living in rural parts and bring them onboard to BFSI segment ”

MOHAN CHANDRASEKARAN

Founder and CEO,
AdString Software Pvt Limited

How I can give a loan guarantee in a rural area within 30 minutes where there is no bank branch? For this we have created an actual digital channel where a customer can ask for a loan which he gets in less than 30 minutes. This is what we have done for L&T and we have moved from 14 physical branches to 2,500 digital ones.

<http://bfsi.eletsonline.com/mohanchandrasekaran/>

INNOVATIONS DRIVING INDIA



“ We operate in over 200 countries, having a network of 10,800 Financial Institutions. We witness over 27 million high and low value payments, security and treasury transactions on peak days ”

SAQIB SHEIKH

COO, Swift India

Swift is neither a bank nor a financial institution or an insurance company. It's a banking cooperative and a non-profit organisation that operates globally and every bank in the world, if you are transferring overseas, you are member, you are an owner of the Swift. In 2014, we had more than five billion transactions over the net in terms of value.

<http://bfsi.eletsonline.com/saqibsheikh/>

PRESENTATION

Enabling A Safe Financial Ecosystem Through Cyber Security

PAYMENT SYSTEM EVOLVED A LOT



“
The string that attaches customers with the banking system is the trust factor which comes from the safety and the security. And second is the ease factor
”

B K DAS

General Manager, State Bank of India

Payment system has evolved in India in the last 15 years which has seen a tremendous growth. Creation of the National Payments Corporation of India was an important development. RBI's vision document of 2012-15 outlines how one should move forward. There are two things, the existing system which fits for the current purposes what we are doing. And secondly a few things need to be considered.

<http://bfsi.eletsonline.com/bkdas/>

SECURING DATA



“
We are proudly associated with banking institutions in India since 2012 when RTGS project came into being in the country. We provided data integrity, non replication and confidentiality
”

RUCHIN KUMAR

Security Evangelist -
India & SAARC, Gemalto

India is a very huge country with massive number of projects. Providing security to such whopping transactions was a big challenge. With the advent of technology, more and more data is being generated everyday at different places globally. There is a strong need of preventing the data. A lot of securities are there to do so.

<http://bfsi.eletsonline.com/ruchinkumar/>

SESSION LEADER'S CONCLAVE

Challenges In Expanding Financial Inclusion For India's Inclusive Growth

TRANSPARENCY NEEDED



“ Technology does not understand whether it is serving to poor or rich. Digital platform enables banks to reach their clients more efficiently. With the branchless banking, cost of providing financial services has gone down ”

K P SAHA

Managing Director, Senrysa Technologies

By using branchless banking platform, a bank is able to increase number of services provided to its customers. It can also be used as a new channel to deliver financial services to the existing customers too. We are trying to innovate within the platform and have come up with agent based banking.

<http://bfsi.eletsonline.com/kpsaha/>

FARMERS NEED CREDIT



“ Most of the rural areas depend on agriculture. 85 per cent of farming is done by small and marginal farmers and their income is excruciatingly low because of which they could not save money ”

J K THAKAR

General Manager, Outreach, State Bank of India

A majority of the farmers have got bank loans from the cooperative banks. They are in dire need of credit. So when we have to tackle the financial inclusion we have to take care of our farmers. That is why the Jan Dhan scheme was unveiled. Now due to advancement of technology all the banking facilities like funds transfer, IMPS, are already available to them.

<http://bfsi.eletsonline.com/jkthakar/>

PMJDY ATTRACTS MASS



“
The entire concept of financial inclusion is going around important aspects like— Sabka Sath - Sabka Vikas, Jan Dhan Se Jan Suraksha
”

P C PANIGRAHI

General Manager, Financial Inclusion,
Union Bank of India

PMJDY was made attractive because of two-three factors like Rs one lakh insurance, five thousand overdraft and Rs 30,000 life insurance cover. When we talk about challenges of financial inclusion basically is how to run these accounts? Because we have opened so many accounts and that too the zero balance ones. To make them active, people will need to do transactions.

<http://bfsi.eletsonline.com/pcpanigrahi/>

AWARENESS ON RUPAY A MUST



“
Financial Inclusion is not a one-time effort rather it is a lifelong journey. The Government has rolled out some brilliant schemes and it is our duty to make them successful
”

G B BHUYAN

General Manager, Financial Inclusion,
Bank of Baroda

There is an urgent need of making people to use RuPay cards because, unless you use that card you can't avail the benefit of Rs 1 lakh. It has to be used in every 90 days. We have opened 90 crore accounts in India and out of that not even one crore accounts are eligible for Rupay.

<http://bfsi.eletsonline.com/gbbhuyan/>

DEVELOPMENT THROUGH SAVINGS



“ Financial development of India will only happen through savings. Opening an account for savings is a path to save money then finally investment is required for the financial development **”**

RAJEEV GARG
Deputy General Manager & Regional Head North,
Bombay Stock Exchange Limited

We need to change the perception of stock exchange and provide products which are risk free for customers. Our focus is on providing more and more products on a revolutionary space which can be eye-catchers. Some special purpose enhancements and instruments need to be created which is missing since long.


<http://bfsi.eletsonline.com/rajeevgarg/>

AWARENESS ON BANKING A MUST

“ People in rural parts do not have enough knowledge on availing banking services because of certain factors. They rely on others to get their transactions done **”**

DHIRENDRA KUMAR
Deputy General Manager
Financial Inclusion, IDBI Bank

We conduct a lot of awareness programmes to help people to understand banking services, products and procedures. If they are able to understand the benefits provided to them, they can contribute in developing the villages and ultimately the country. We suggested other banks to collect fund and make educational films on financial services to sensitise people.



<http://bfsi.eletsonline.com/dhirendrakumar/>

SESSION

Information Technology for BFSI Sector: Innovations & Initiatives

NEED TO DEVELOP SAVINGS HABIT



“ If the masses can be educated about the benefits of banking and financial system, there is a potential of developing a habit of savings ”

PUNEET CHOPRA

Associate Director, Microsave

We have been talking about how Jan Dhan, Aadhaar and Mobile (JAM) trinity and PMJDY have been accelerating financial inclusion over the last three and a half years. There have been around 19 crore accounts that have been opened. However almost 30-35 per cent of accounts are zero balance ones.

<http://bfsi.eletsonline.com/puneetchopra/>

SERVING THE POOR



“ Two thirds of our population that lives in rural areas and cooperatives play a very crucial role in the development of the country. NIC strives to serve the poorest of the poor ”

IPS SETHI

Senior Technical Director, National Informatics Centre (NIC)

Cooperative structure is 110 years old. State cooperative banks are having 1,000 branches and 372 district cooperative banks have over 13,000 branches. NIC's endeavour is to leverage IT to enhance effectiveness of cooperative banks, to help the rural masses by providing financial assistance and facilitate easy monitoring of fund and disbursement.

<http://bfsi.eletsonline.com/ipssethi/>

RRBS HOLD IMPORTANCE



“ RRBs have become an important chain in the entire banking system. The Government allowed RRBs to shift the non-viable banks to viable places and also to finance non-core areas **”**

KOLLEGAL V RAGHAVENDRA
Chairman, Narmada Jhabua Gramin Bank

Gramin Bank came into existence in 1975. But for a long time, the experience of having a Regional Rural Bank (RRB) did not bear fruits. Till 1995, the existence of RRBs itself was at stake. Because the business model prescribed to them was not a good one. Competition has been a big eye-opener for any industry.

<http://bfsi.eletsonline.com/kollegalvraghavendra/>

BANKS NEED NEW INNOVATIONS



“ Technology is changing at a rapid pace and has brought challenges for banking industry to adapt them efficiently. There is an urgent need of every bank to seek new innovations to be in the competition **”**

K K TANEJA
Field General Manager, Central Bank of India

Central Bank of India bank is working for the past 104 years and we know what our customers want, what are their preferences. Besides, customer loyalty is changing very fast. A customer tends to change the bank considering the benefits being provided by a particular bank. These are also reducing the profitability of the banks.

<http://bfsi.eletsonline.com/kktaneja/>

INNOVATIONS AND INITIATIVES

“

The whole story is about innovations
and initiatives ”

RATNAKAR JAUHARI

CEO, eGovernance Authority, Information
technology, Electronics and Communications
Department, Government of Andhra Pradesh

One product is about cashless payment system where we are taking one district on a pilot project basis. Experts from varied fields are ready to come in that sector to incorporate many beneficiary schemes like PDS, scholarships, school grants, all the payments for the NREGA. All these things are linked to NPCI and Aadhaar.



<http://bfsi.eletsonline.com/ratnakarjauhari/>



Senior officials and dignitaries share a dias with K Shivaji, CMD, Small Industries Development Bank of India (SIDBI) at an award ceremony at FIPS Summit.