

India Post Payments Bank

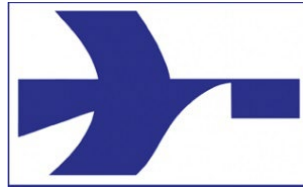
Presentation to

APPU Postal Financial Services

Working Group



India Post achievements in financial inclusion within India...



Access

430

Million postal
accounts (POSB)

Deposit > USD 180 billion

Channel

150k+

postal agents at
doorstep

Along with 150k post
offices and 650 branches

Capital formation

25

Million Long Term
Saving - Girls (SSY)
Accounts

.. and > 3.5 million long
term savings (PPF) accounts

Insurance

30

Million Small
Insurance
(PLI/RPLI)

With 1.3 million
policies added in FY 23

Comparing this performance with the State Bank of India (SBI)

160 million inclusion (FI)
accounts out of a total of
460 million customers
With USD 455 billion in
deposits

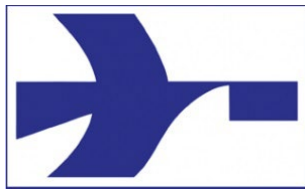
72k fixed kiosk
customer service points
..and ~30k rural bank
branches

2.3 million Sukanya
Samriddhi Accounts
..and ~8 million PPF
accounts

1.5 million life
insurance policies

Trusted medium for Small Savings Mobilization

Journey towards Digital & Financial Empowerment : *Nationwide reach*

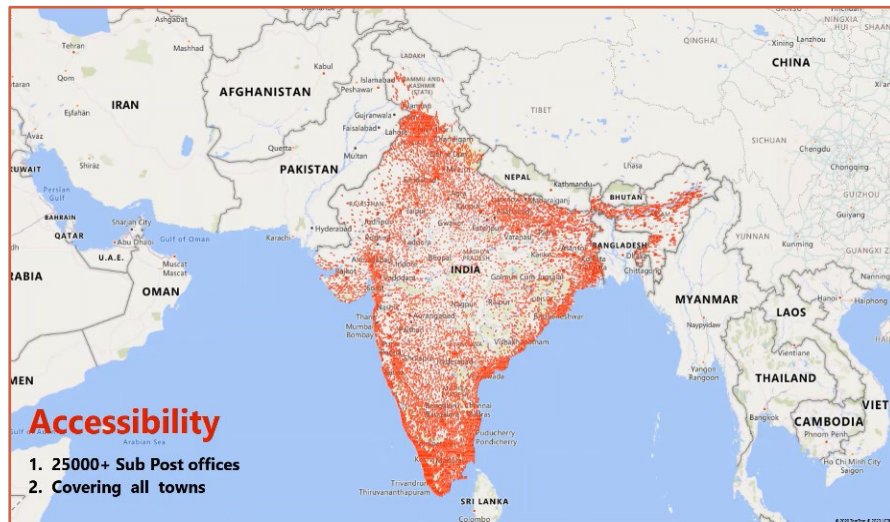


**650 branches
covering every major district**

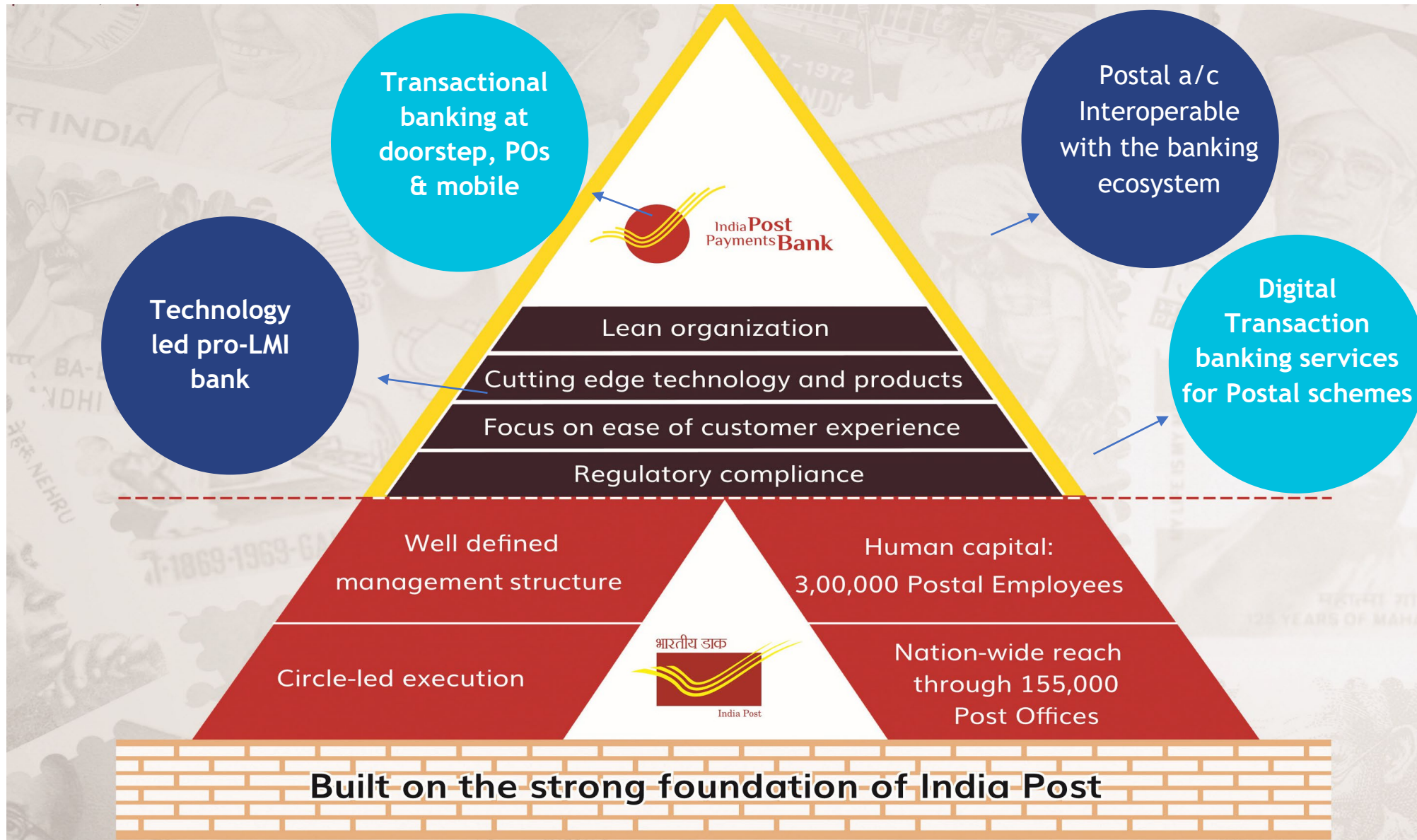
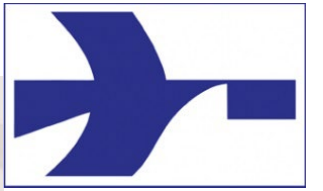


**118,000+ rural post offices as Banking access points, at the last mile
0.550 million villages covered (out of 0.601 million villages)**

25,000+ sub post offices as Banking access points, covering all towns



Decoding Financial Inclusion : *Genesis of IPPB*



Giving a fresh impetus to inclusion of customers solving accessibility , affordability challenges of Rural Customers

Accessible and Trusted bank - *for the common man*

IPPB - a Public Limited Company under India Post with 100% Government equity to leverage the Postal Network for furthering Financial Inclusion in the country



1,43,000+ Banking Access Point
i.e. Post offices providing
Interoperable Doorstep Banking
Services

Doorstep Delivery of financial/Govt.
Services more than 2 Lakh
Postmen/Gramin Dak Sewaks



*Enhanced Rural
Banking outreach*



Aadhaar based paperless
onboarding & transactions

Aadhaar enabled Micro ATM services



*Leveraging India
Stack –JAM*

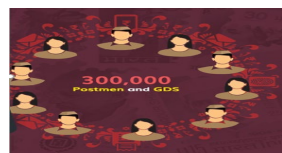


Simple Products & Services
delivered through Assisted Mode

Affordable Pricing & Seamless
Processing of transactions



*Customer Friendly
approach*



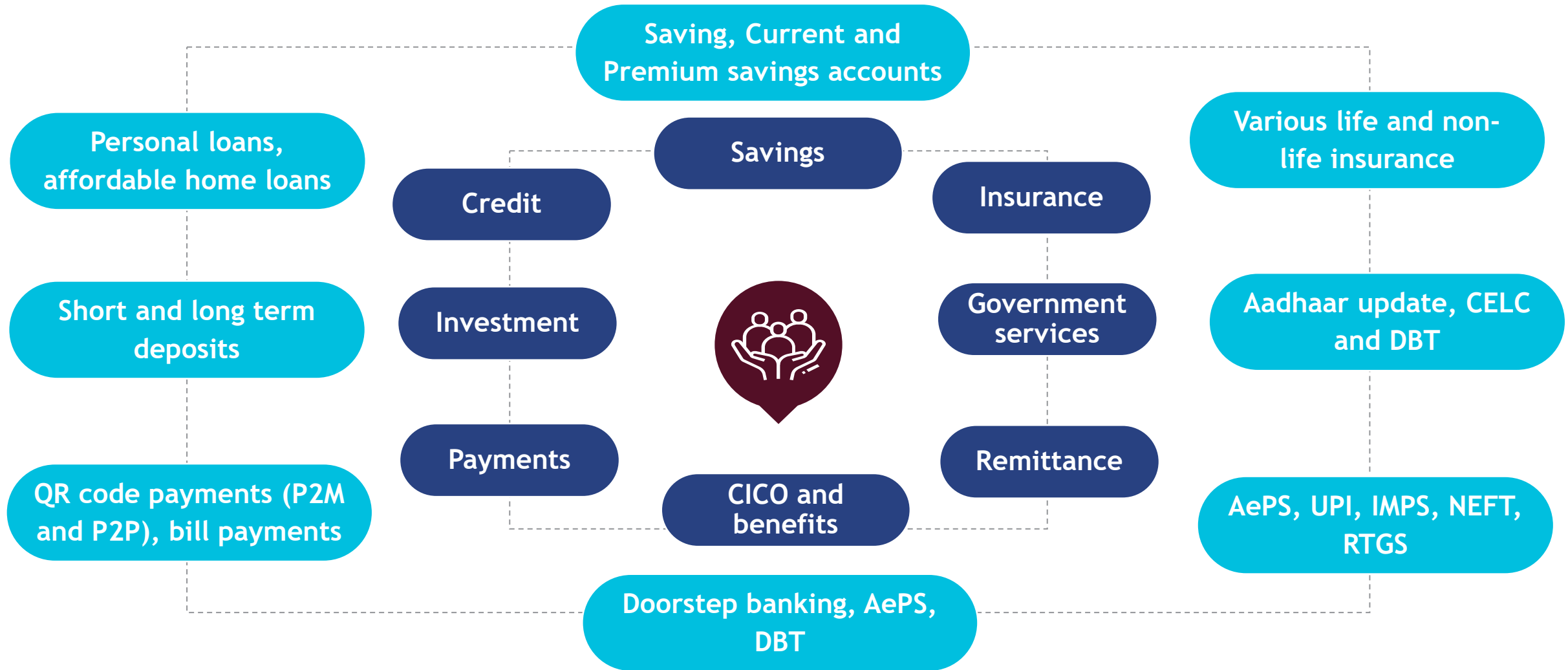
One of the largest digital literacy
programs – Capacity Build-out

1 Cr+ man-hours of training – 300,000+
Post Office employees



*Paperless Account
opening in just 21
clicks, by any
GDS/Postman*

IPPB - India Post is a key financial services provider for the people of India :
1) *Products focusing on the real needs of rural customers* 2) *Aggregate Mode*



Core financial needs of rural customers IPPB and India Post products

IPPB Product & Service Offerings - *Something specific for each customer segment*

CUSTOMER/ MERCHANT OF IPPB

- **Savings/Current Account**
- Money Transfer
- Virtual **Debit Card**
- Bill Payments
- **Aadhaar Pay** service for Merchants
- **Life Insurance** – Term, Endowment & Annuity
- **General Insurance** – Vehicle & Health
- Mutual Fund

CUSTOMER OF ANY BANK

- Cash Withdrawal from any Account – **AePS**
- Cash Deposit to any Account – **DMT**
- Payment by cash towards Bills, Insurance premiums, **Loan EMIs**
- DakPay UPI app for Customers / **Merchants** to transact from ANY bank account
- **Housing Loan** Referral services with leading financial institutions (LICHFL, HDFC)

POST OFFICE CUSTOMERS

- **Interoperability** for POSA account through Linkage with IPPB account
- **Digital Payments** to National Savings Schemes such as RD, SSY & PPF
- Digital payments at **Post Office Counters**

G2C SERVICES

- **DBT** – Social benefits enrolment & distribution
- **Digital Life Certificate** for pensioners
- **Aadhaar** service -Mobile Number update
- **Child Aadhaar** enrolment
- **Insurance** - PMJJBY

Relevance to Government to Citizen services : *Delivered @ Doorstep*



Delivering Government to Citizen social benefits

Annual Life certificate to be provided by pensioners



Aadhaar (UID) services – Mobile number updates

Child Aadhaar (UID) enrolment



Key Impact

Efficiency & Transparency in G2C service delivery

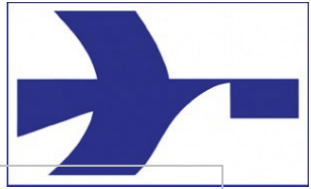
Relevance to Government to Citizen services - *Delivered @ Doorstep*

Credit referral for Street vendors under PM SVANidhi scheme – digitization of beneficiaries

Insurance for Shramiks (Unorganized Workers)

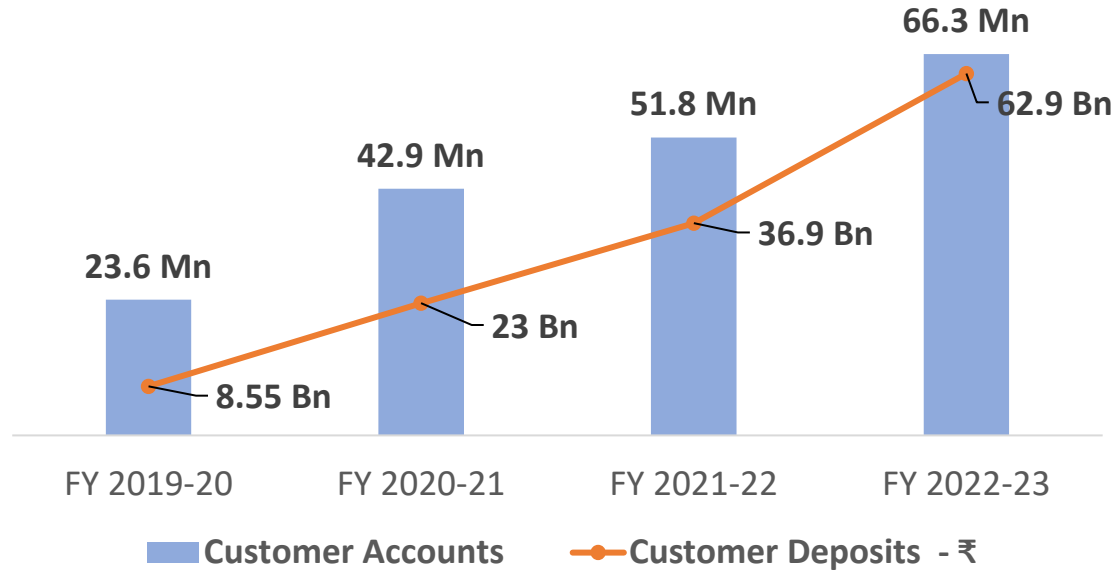


Business Performance - YoY Growth

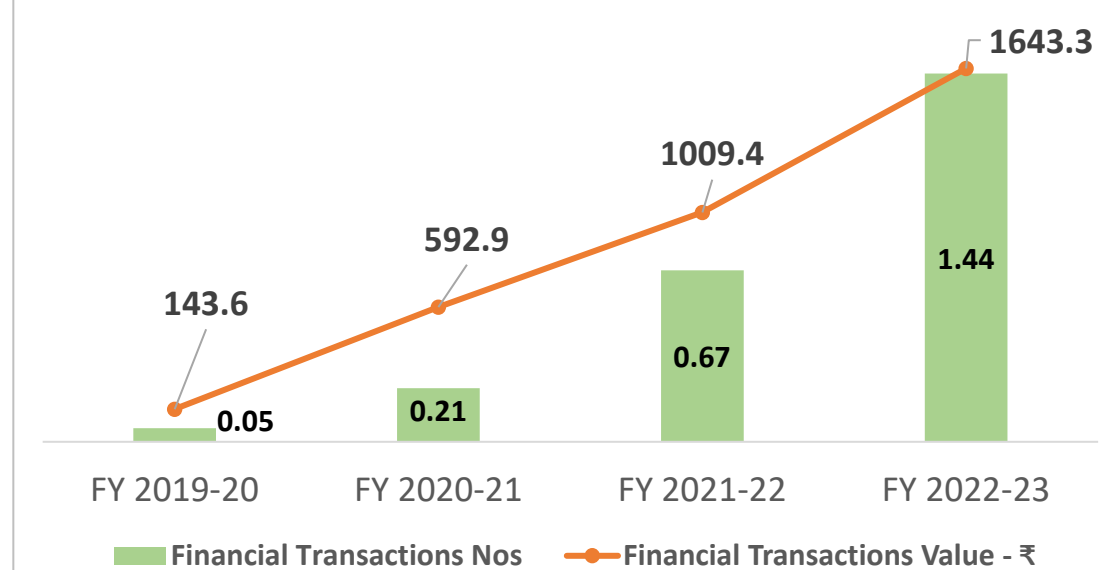


in Rs (₹)

Customers and Deposits

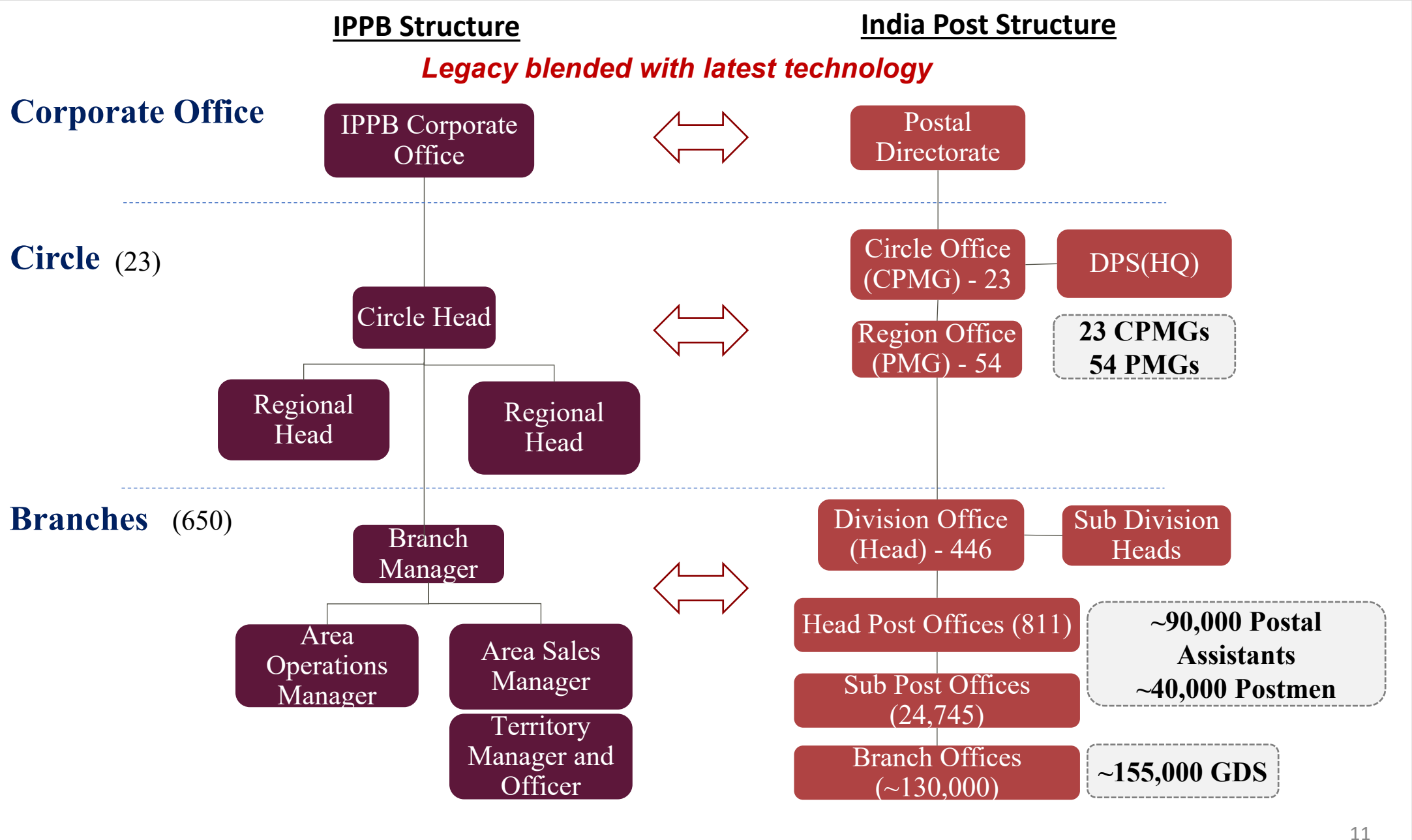


Financial Transactions (in Billion)

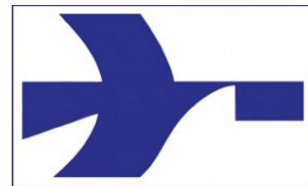


Particulars	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
Govt Direct Benefit to customer a/c - ₹	3.8 Bn	26.7 Bn	36.4 Bn	76.6 Bn
UPI Transactions (number of txn)		32 Mn	450 Mn	1.37 Bn
Average Balance per customer - ₹	362	536	713	949
Bank's Revenue - ₹	0.55 Bn	2.13 Bn	4.61 Bn	7.50 Bn

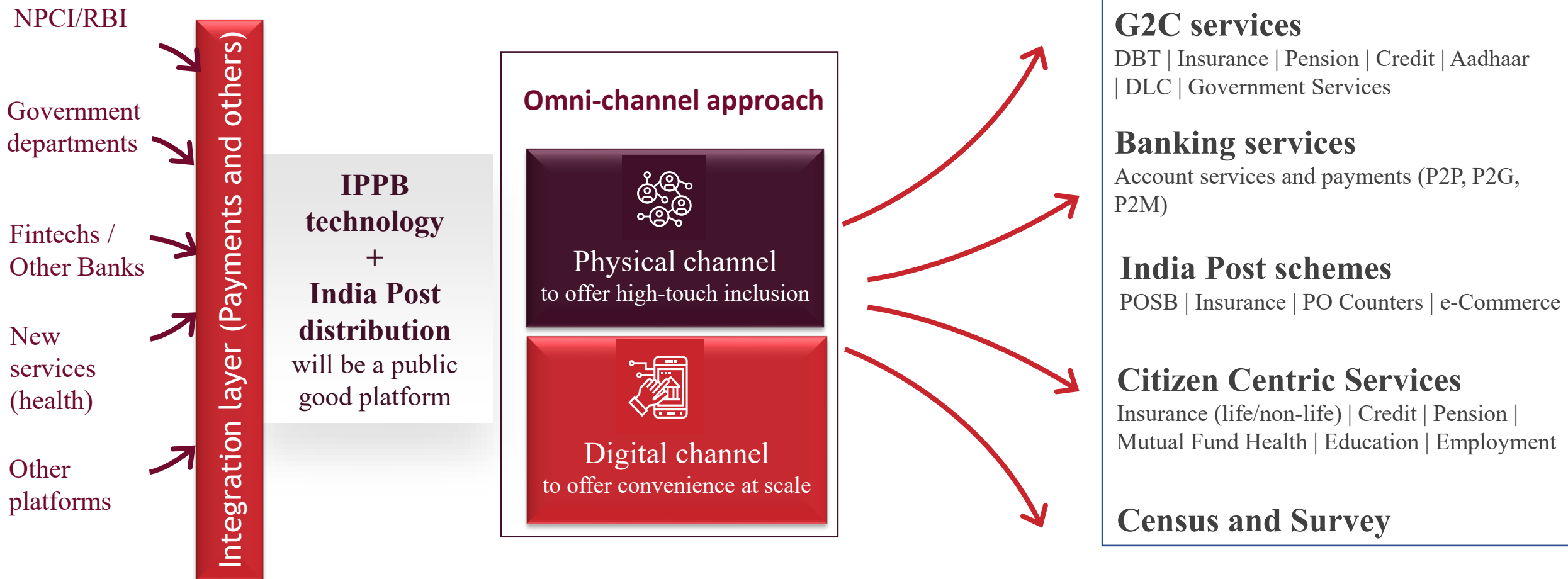
Coordination of India Post and IPPB hierarchy - *Synergy with Seamless service delivery*



IPPB Business Model - *Universal service platform*



| Transformational template for Postal Networks |



Transformation of Domestic Financial Services - *through India Post*

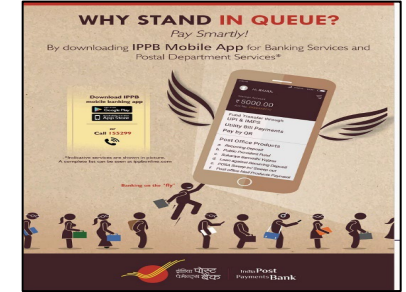
Trusted service by IPPB – India Post at Population Scale
Phyigital Platform for Rural India providing Universal Services



*Paperless Account Opening –by
Postman using National Identity
service*



*Doorstep CICO (Cash In Cash Out) –
DBT, Any Bank : to the unbanked &
underbanked*



*Digitizing Postal Banking
Services : Expanding the
access to services*



*Assisted Financial Services – Payments,
Remittances, Insurance*
*Delivering Government to Citizen services
@ Doorstep*



*Digital Payments – UPI rails
for P2P transfers*



*Imparting Financial
Literacy*

Alignment to SDG 2030 Agenda

Goal 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

- 8.10 Strengthen the capacity of domestic financial institutions to encourage and **expand access to banking, insurance and financial services** for all
- Target 8.10: **Accelerated adoption of digital solutions is transforming access to finance.** Globally, in 2021, 76% of adults had an account at a bank or regulated institution such as a credit union, microfinance institution, or a mobile money service provider, an increase from 62% in 2014.



*The IPPB – India Post combine has created a **Phygital & Collaborative Platform for Rural India***

enabled to provide

***Universal Services at Population Scale,** that has embedded Financial Services with Govt. Services*

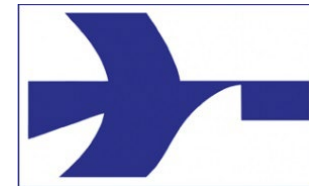
through

***collaboration with Fintechs, Government and institutions in banking ecosystem** thus providing a multitude of citizen relevant services at the last mile.*

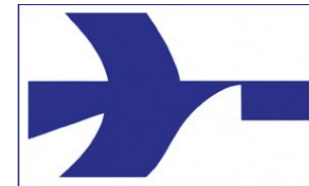
Unified Payment Interface (UPI) International



- Using the Indian bank accounts to pay at merchant outlets in the UAE, Singapore, Mauritius, Nepal and Bhutan.
- National Payments Corporation of India (NPCI) has allowed NRIs living in 10 countries to use UPI using their international mobile numbers for bank accounts which are classified as Non-Resident External (NRE) or Non-Resident Ordinary (NRO) accounts. UPI can be used by NRI mobile numbers having country codes of Singapore, Australia, Canada, Hong Kong, Oman, Qatar, USA, Saudi Arabia, United Arab Emirates, and the United Kingdom.
- India and Singapore Governments collaborated to link India's online transaction platform UPI and Singapore's fast payment PayNow. Account-holders of the participating banks and financial institutions in India and Singapore can do the cross-border remittance transactions through the UPI-PayNow linkage.



Discussion



Thank You

