

**SYMBOL: NPST**  
**ISIN: INE0FFK01017**

**Dated: 06<sup>th</sup> September, 2023**

To,  
**The Manager-Listing Department,**  
**The National Stock Exchange of India Limited,**  
**Exchange Plaza, NSE Building, Bandra Kurla**  
**Complex, Bandra East, Mumbai-400 051**  
**Fax: 022-26598237, 022-26598238**

***Title: NPCI & NPST Pilot POC for UPI UDIR secure platform for allowing merchant to perform the Realtime refund at GFF 2023***

**Subject: Intimation about Participation in Global Fintech Fest 2023 & Product Launch**

Ref: Disclosure pertaining to Regulation 30 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended (“SEBI Listing Regulations”)

Dear Sir/Madam,

With reference to above cited subject and pursuant to the provision of Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, the Company is delighted to inform that – NPST has participated in **Global Fintech Fest (GFF 2023)** that is scheduled on **5<sup>th</sup> -7<sup>th</sup> September, 2023** at stall number **G16,17,18,19 – Pavilion 1 at Jio World Centre, BKC, Mumbai.**

**GFF is the largest fintech conference, jointly organized by the National Payments Corporation of India (NPCI), the Payments Council of India (PCI), and the Fintech Convergence Council (FCC).** With GFF, the aim is to provide a singular platform for fintech leaders to foster collaborations and develop a blueprint for the future of the industry.

Further, the Company is excited to announce new line of product developed i.e., **UPI Merchant UDIR (Unified Dispute and Issue Resolution) secure platform for allowing merchant to perform the Realtime refund.** **The Company have completed POC for Realtime refund process with a Marquee PAPG for resolving customer disputes and grievances pertaining to UPI payments, using a system-driven and rule-based mechanism with a minimal manual intervention.**

Unified Dispute and Issue Resolution or UDIR is an automated, single-channel redressal system designed to seamlessly address customer issues and complaints regarding pending transactions and provide speedy dispute resolution in an online manner instead of manual file-based processes. The Complaint Management System allows customers to raise a complaint directly through the NPST TPAP App, which is then assigned to the relevant bank or PSP involved in the transaction through an automated manner for resolution. Implementation UDIR will benefit translate into higher customer Net Promoter Score.



This is for your information and record.

**Thanking You,**

**Yours Faithfully,**

**For Network People Services Technologies Limited**

**Ashish Aggarwal**  
**(Joint Managing Director)**  
**(DIN: 06986812)**