

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

**Dated: 22<sup>nd</sup> February, 2024**

**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**

**Subject: "NPST Joins Hand with DCB Bank: Empowering Seamless Online Dispute Resolution."**

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 announce its partnership with DCB Bank by way of securing the contract for the "Development, Implementation, Customization, and Management of Software Solution for Online Dispute Resolution Solution for various Digital Payment Channels of the Bank."

The Company has successfully developed and launched the Online Dispute Resolution mechanism for its Merchants in UPI ecosystem.

As per the RBI master Direction to implement the Online dispute resolution for all the digital payments, ODR System is fast and fair in providing ultimate experience for their issuance /grievances.

This ODR solution will reduce the actual TAT and dependency on the batch file processing to assist the user with the Realtime status of transaction request. It will facilitate expeditiously and in fair manner for providing ultimate customer experience and trust in services of DCB Bank without any manual interventions.

ODR system is structured to handle customer complaints for DCB Bank. This aggregated platform for all the reported issues across various channels and its timely resolution will empower Bank to adhere to regulatory /compliance activities issued by RBI to provide necessary support in improving the health of Digital payment system.

This significant achievement marks a new milestone for the company, as we continue to expand our portfolio and establish ourselves as a leading provider of cutting-edge software solutions in the banking and financial sector.

Kindly take the same on your record.

Thanking You,

Yours Faithfully,

**For Network People Services Technologies Limited**

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