







DigiSaathi

**24x7 Helpline for information on
Digital Payment Products & Services**



About DigiSaathi



-  DigiSaathi is an initiative by the consortium of Payment System Operators and Participants (banks & non-banks) in India.
-  DigiSaathi is a 24 x 7 Helpline for providing information on digital payment products and services.
-  It also provides banks and other entities contact details for queries / raising complaints.
-  Available in 6 languages presently (Hindi, English, Marathi, Kannada, Tamil & Bengali), - additional languages WIP.

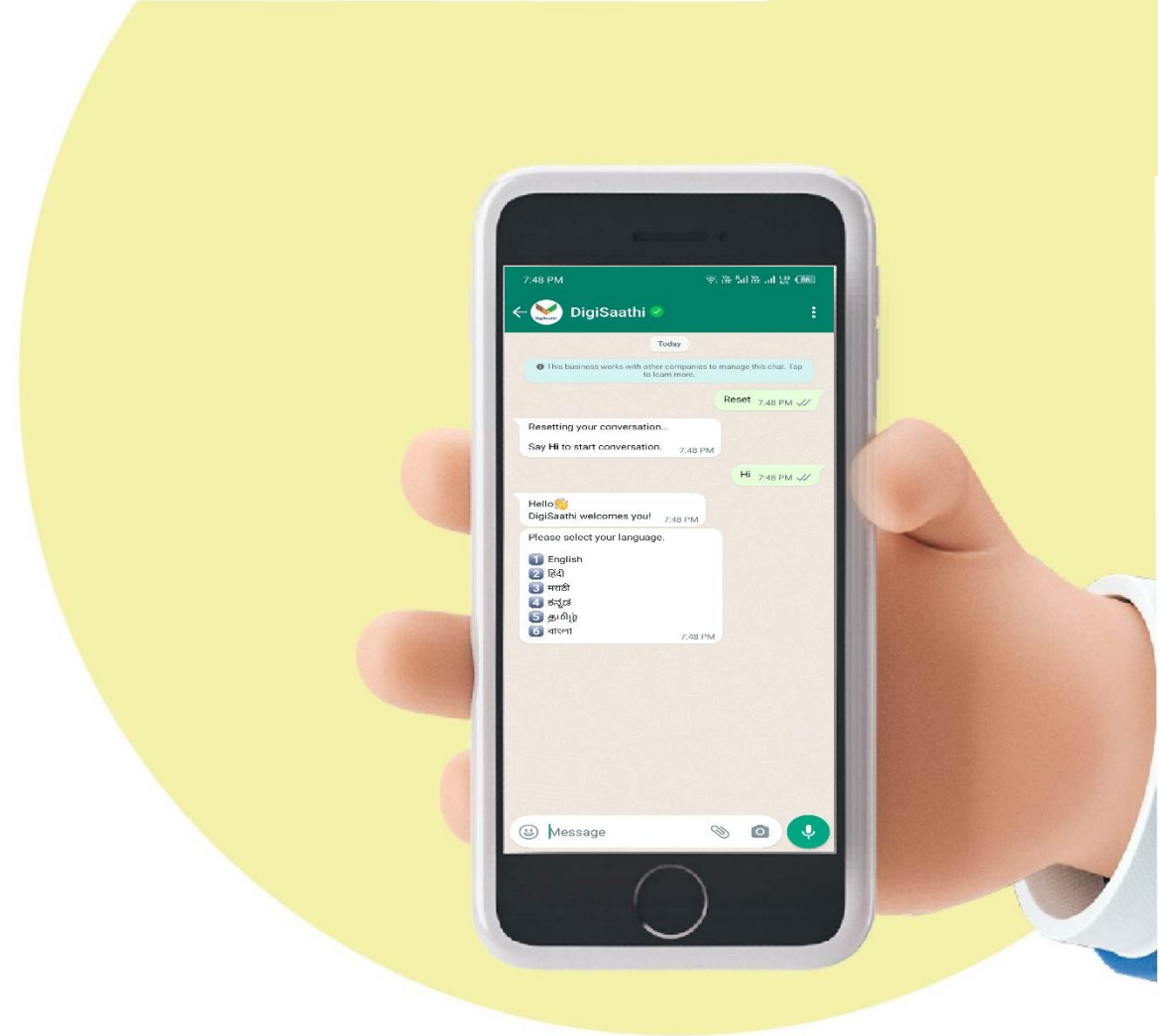




WhatsApp Messenger



- User need to save **892 891 3333** mobile number on his phone and start chatting on WhatsApp or Click on link and start chatting <https://wa.me/+918928913333>
- DigiSaathi WhatsApp Messenger bot is powered by AI(Artificial Intelligence) uses ML (machine learning) and NLP (natural language processing) to understand what users ask and provide them with relevant answers for the queries
- It is an interactive medium that facilitates engagement through active interaction. Receive instant responses that enables the users to have a two-way conversation.
- Users can simply respond to a request for feedback in seconds at end of the conversation
- Users just need to type “Reset” to start interacting again.

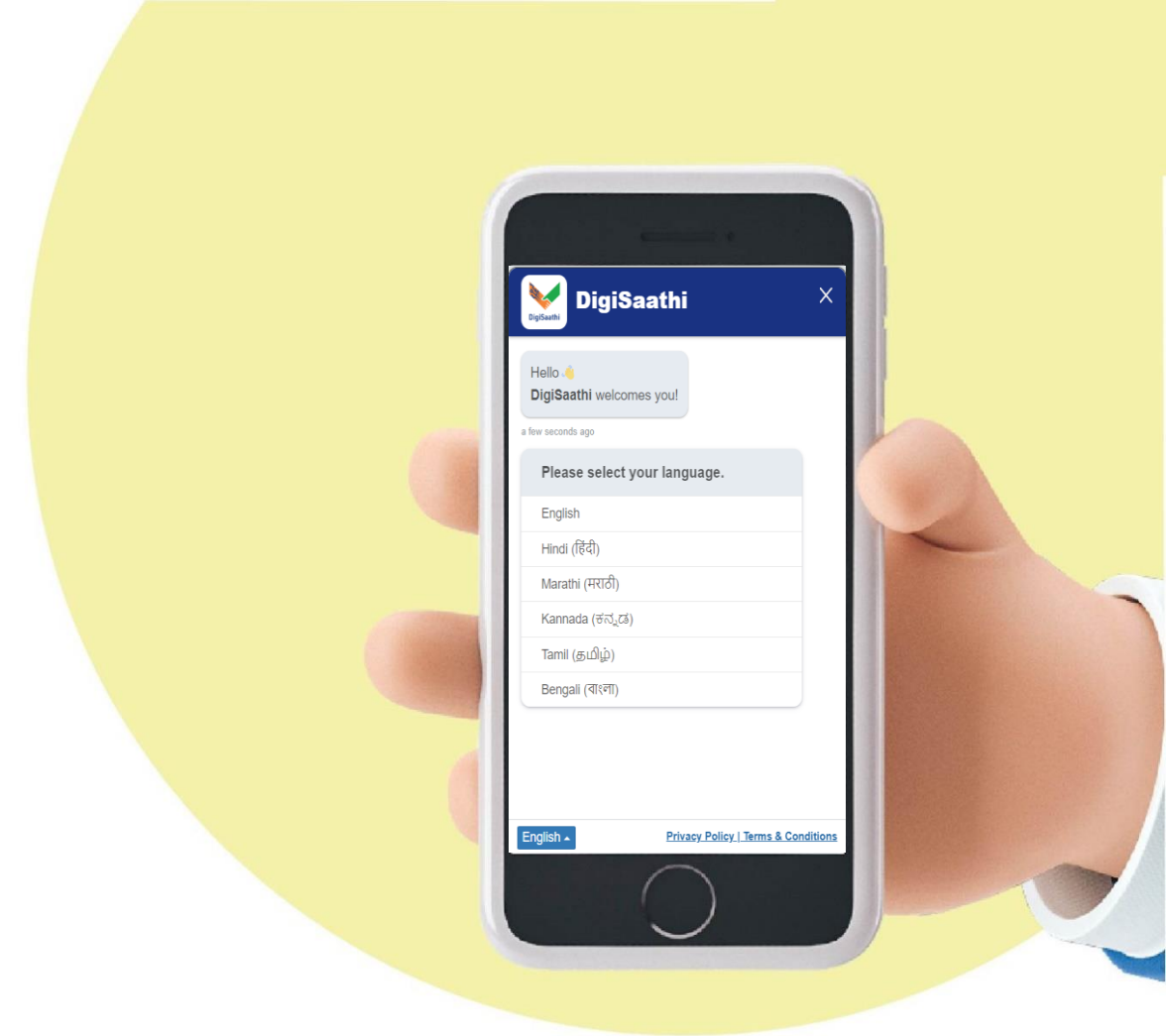




Chabot Messenger



- Just need to visit [www. digisaathi.info](http://www.digisaathi.info) from the phone or desktop / laptop and type the query in search bar or user can also click on the digital assistant icon available on DigiSaathi webpage.
- DigiSaathi Chabot Messenger bot is powered by AI(Artificial Intelligence) uses ML (machine learning) and NLP (natural language processing) to understand what users want and provide them with more relevant answers for the queries.
- Users can simply respond to a request for feedback in seconds, just select the number out of 5.



- User just need to dial 14431 or 18008913333 (Toll free) from the phone and follow the IVR instructions.
- DigiSaathi IVR bot is powered by AI(Artificial Intelligence) uses ML (machine learning) and NLP (natural language processing) to understand what users want and provide them with more relevant answers for the queries.
- IVR is reliable, easy to use, and effective, user never have to worry about typing in messages. DigiSaathi IVR bot easily interpret the user voice and provide them with more relevant answers for the queries.
- Specially for the basic feature phone users.
- Users can simply respond to a request for feedback in seconds, just select the number out of 5.

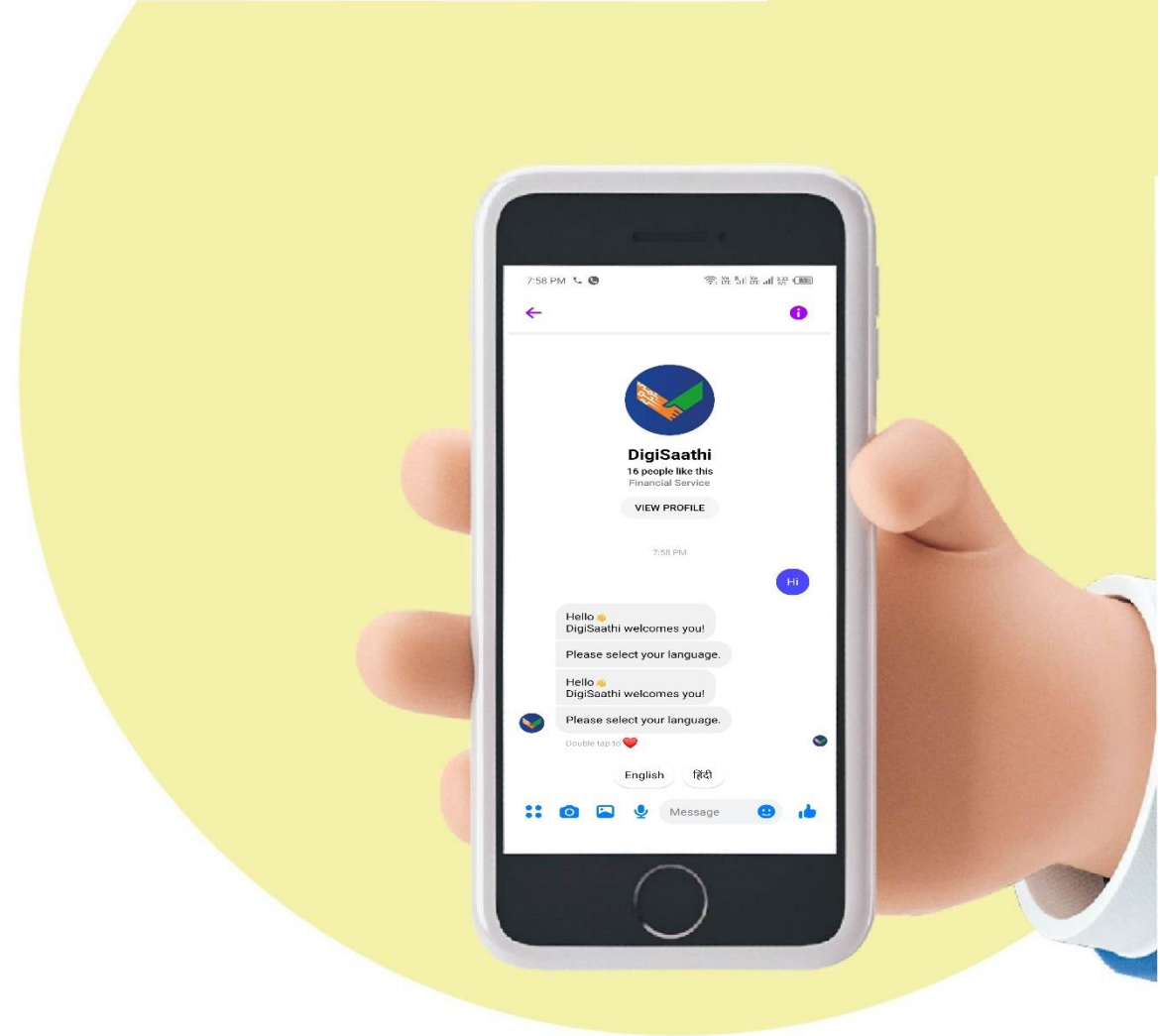




Facebook Messenger



- User just need to search DigiSaathi bot in Facebook messenger to start interaction.
- DigiSaathi Facebook Messenger bot is powered by AI(Artificial Intelligence) uses ML (machine learning) and NLP (natural language processing) to understand what users want and provide them with more relevant answers for the queries.
- Facebook Messenger is easy to use, and effective medium for the users with Facebook application to interact with DigiSaathi. Receive instant responses that enable the users to have a two-way conversation. To have back and forth responses also means that user can get instant resolution to their questions.
- Users can simply respond to a request for feedback in seconds, just select the number out of 5.

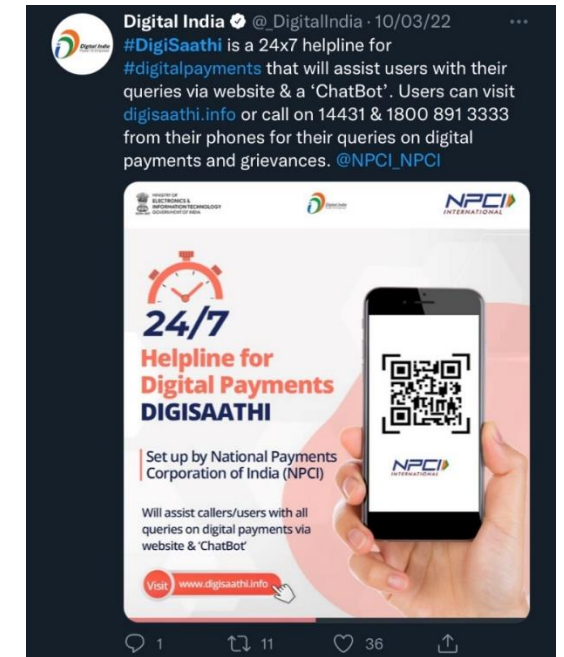


Awareness of DigiSaathi – 24x7 Helpline



• Awareness by NPCI

- Link on homepage and a banner/page on website
- Promotions on Social media – FB, Twitter, LinkedIn, etc.
- Promotion by Digital India SM handle.
- Request letter to members of NPCI (all products)
- Letters sent by IBA to their members
- Communication set by PCI to it's members
- Re-iteration was sent to the Steering Committee Members of AePS, NFS, NeTC & IMPS Products
- Facebook Messenger bot



Snapshot of DigiSaathi Awareness Campaign - samples



Federal Bank Ltd @FederalBa... · 04/05/22

Access all the information related to digital payments products and services at your fingertips using **DigiSaathi** - a 24 x 7 helpline number facilitated by NPCI.

To know more visit, bit.ly/3wlAzjk

@NPCI_NPCI #DigiSaathi #helpline #NPCI

24x7 helpline to access Digital Payments related information

Chat with [digisaathi.info](https://www.digisaathi.info)

14431
1800 891 3333

DigiSaathi - Facilitated by NPCI

IndusInd Bank @MyIndusIndB... · 21/06/22

Get connected with **DigiSaathi** - a one-stop solution for all your digital payment products and services-related queries, 24x7 at your service.

#IndusIndBank #DigiSaathi #Digital #HelplineService #SafeBanking

DigiSaathi
A 24x7 Helpline Service
launched by RBI for information on digital payment products and services
Contact us on the Toll free number: 14431
Know More

Fino Payments Bank @FinoPaymntsBank · 2d

Need assistance regarding digital payments? Fikar Not! Get your queries resolved on **DigiSaathi** 24x7 helpline.

#FinoPaymentsBank #FikarNot #FinoBanker #DigitalBanking #Securebanking #DigiSaathi

Fino Payments Bank
24x7 helpline to access Digital Payments related information

Chat with us on [digisaathi.info](https://www.digisaathi.info)

14431
1800 891 3333
892 891 3333

Managed by NPCI, on behalf of the Indian payments ecosystem

Mastercard India @mastercar... · 13/05/22

Replying to @mastercardindia

Share your experience using the helpline in the comments.

#DigiSaathi #DigitalHelpline #YourSafetyIsPriceless #Mastercard

24X7 Helpline for information on digital payments

Chat with us on [digisaathi.info](https://www.digisaathi.info)

14431
1800 891 3333
892 891 3333

mastercard digisaathi

Canara Bank @canarabank · 15/06/22

Access all the information you need regarding digital payment products & services with **Digisaathi** - a 24X7 helpline that will help you with all your queries about digital payment products & services. Chat with us on bit.ly/3NjzxTG (1/2)

केनरा बँक Canara Bank
Your trusted saathi for information on digital payments

24x7 Helpline for information on digital payment products and services
Chat with us on [digisaathi.info](https://www.digisaathi.info)

14431 | 1800 891 3333 | 892 891 3333

Managed by NPCI, on behalf of the Indian payments ecosystem.

www.canarabank.com | 1800 425 0018 | 1800 103 0018

India Post Payments Bank @... · 20/05/22

DigiSaathi is a one-stop solution for all your Digital Payment queries. It is a 24-hour information hotline setup by @RBI along with @NPCI_NPCI .

#Aapkabankaapkedwaar #Bankingatlastmile #virtualdebitcard #Mobilebanking

DigiSaathi
24x7 helpline to access Digital Payments related information

14431 | 1800 891 3333 | [digisaathi.info](https://www.digisaathi.info)
892 891 3333

City Union Bank @cubltd · 4d

Your single source for all information on digital payments queries. Just a call away.

#cityunionbank #cubltd #DigiSaathi #npci

CITY UNION BANK
Your trusted saathi for information on digital payments

24x7 Helpline for information on digital payment products and services
Chat with us on [digisaathi.info](https://www.digisaathi.info)

14431 | 1800 891 3333 | 892 891 3333

Managed by NPCI, on behalf of the Indian payments ecosystem.

RBL Bank @rblbank · 22/06/22

Have queries related to digital payments and services? Get all of them answered at **Digisaathi** helpline.

#DigiSaathi #DigitalBanking #ApnoKaBank #RBLBank

RBL BANK
Your trusted saathi for information on digital payments

24x7 Helpline for information on digital payment products and services
Chat with us on [digisaathi.info](https://www.digisaathi.info)

14431 | 1800 891 3333 | 892 891 3333

Managed by NPCI, on behalf of the Indian payments ecosystem.