

NUUP Services - FAQ

1. What is NUUP?

NUUP the acronym stands for National Unified USSD (Unstructured Supplementary Service Data) Platform introduced by National Payment Corporation of India for accessing Mobile Banking services by customers across various Telecom service providers.

2. What are the services available under NUUP?

- Balance Enquiry
- Mini Statement – last 5 transactions
- IMPS Funds Transfer (Mobile No. & MMID)
- IMPS Funds Transfer (Account No. & IFSC Code)
- Change M-PIN

3. What is the short code to access the menus offered through NUUP?

*Dial *99#.*

4. Which are the Telecom service providers through which I can use NUUP?

- 1) BSNL
- 2) MTNL
- 3) AIRTEL
- 4) VODAFONE
- 5) IDEA
- 6) TATA DoCoMo
- 7) RELIANCE
- 8) UNINOR
- 9) VIDEOCON
- 10) QUADRANT
- 11) AIRCEL

5. Should I register for Mobile Banking to use the services offered through NUUP?

For availing the following services registration for Mobile Banking is not mandatory.

- Balance Enquiry
- Mini statement – last 5 transactions,

However, Mobile Banking registration is mandatory for availing the following services

- IMPS Funds Transfer (Mobile No. & MMID)
- IMPS Funds Transfer (Account No. & IFSC Code)
- Change MPIN

6. *I am a registered user for Mobile Banking on GPRS/WAP/PSMS/USSD. Whether I can use NUUP services without changing the channel?*

You can use the following services without changing the channel;

- Balance Enquiry
- Mini statement – last 5 transactions,

If you opt for any of the following financial services, the existing GPRS/WAP/PSMS channel will automatically get shifted to USSD channel.

- IMPS Funds Transfer (Mobile No. & MMID)
- IMPS Funds Transfer (Account No. & IFSC Code)

To use Mobile Banking again on GPRS/ WAP, the customer has to get the User ID de-registered and register afresh.

7. *Whether the service is chargeable?*

As per TRAI (Telecom Regulatory Authority of India) guidelines, customer shall pay an amount of **Rs.1.50 per transaction** for NUUP based Mobile Banking service, irrespective of whether transaction is successful or not. The above amount shall be deducted by the telecom service provider from the mobile balance of the customer. **In a single session only one NUUP transaction can be done by the customer.**