



## DIGITAL PAYMENTS METHODS IN INDIA: A STUDY OF PROBLEMS AND PROSPECTS

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### ABSTRACT:

India is going to become cashless. Indian government launched digital India Campaign to reduce dependency of Indian economy on cash and prevent from money laundering. To making cashless India and increasing trends in using digital payment system various Payment methods are emerging and developing. India is developing country and maximum area is rural and shocking is computer literacy is only 6.5% then question arises that implementation of digital payment system. The research paper is making focus on the problems of digital payment system in India and effects of the system in people and economic system of India. The research is paper also trying to explain the future scope of the Digital payment system.

**Key words:** - *Digital Payment, Cashless transaction, Digital Revolution.*

### INTRODUCTION:

Cashless society describes an economic state where financial transactions are not conducted with money in the form of physical bank notes or coins, but rather than digital currency, crypto currency is used. The Digital payment system is now became the essential part of banking transaction. The Digitalization is need of country because it is important to develop the financial sector as per the modern age requirement and to face the competitions with developing countries. The P M Narendra Modi started a mission Digital India in 2017 for removing hidden money and black money from the country. The digital payment system is a part of the mission from this cashless transaction will made all over the India and the progress black money or money laundering can be reduce. It is also important that development of techniques influences the traditional system and there also have to face some problems while newly adaption. In India ICICI bank stated the online banking services and Digi bank is also ahead in digitalization of transaction digital services provides to customer. SBI is a publicsector bank which is

enriched of digitalization. In 2011 SBI launched green Channel to promote digital system and save environment.

The traditional system is replacing by the digital system. The traditional payment systems are Cheques, withdrawals, drafts, money orders, letters of credits, travel cheques etc. why Payment systems also turning into electronic payment system using computer and internet there are several reasons of adaption . The most common reason is that the traditional system has some leakages and inefficiency and that's overcome by the digital payment system. But in India digital system is in emerging trend and not so popular and generalized. Today India is using most common electronic payment systems include Debit Cards, Credit Cards, but the use of Electronic Fund Transfer, Internet Banking, Unified Payment System (UPI), e-commerce payment system, internet banking, and \*99# USSD based payment system etc are not in popular use. Therefore it is important to know the problems of digital payment system and its progress in India.

**OBJECTIVES:**

1. To study the concept of Digital payment system and cashless transactions.
2. To know the Impact of Digital payment system
3. To know the advantages of cashless transactions
4. To know the opportunities and challenges of e- payment system in India
5. To know the problems of digital payment system

**RESEARCH METHODOLOGY:**

The methodology is used for the paper is secondary data based research paper and it is conceptual research paper of Digital Payment system.

**Digital payment method**

**1. Banking card:** Banking sector provides various cards to avoid the time spend over the banking transaction. It offers consumers more security, convenience, and control than any other payment method. There are many types of cards Rupay, master card, visa etc. they provides more security to the customer while using it. Payment cards give people the power to purchase items in stores, on the Internet, through mail-order catalogues and over the telephone. They save both customers and merchants' time and money, and thus enable them for ease of transaction.

**2. USSD:** The innovative payment service \*99# works on Unstructured Supplementary Service Data (USSD) channel. This service allow to users mobile banking without internet. \*99# facility available to make money transfer from one person to another without using internet and smartphones. \*99# service has been launched to take the banking services to every common man across the country. The Common number across all Telecom Service Providers on their mobile phone and can make transaction using an interactive menu on the mobile screen. Using this customer can check balance, transfer money, can get mini statement etc.

**3. Adhar enabled Payment system:** AEPS is a bank led model which allows online interoperable financial transaction at PoS (Point of Sale or Micro ATM) through the Business Correspondent or Bank Mitra of any bank using the Aadhar authentication.

**4. UPI:** UPI is a Unified Payments Interface system that allow to multiple bank accounts into a single mobile application, merging several banking features. It is use to transfer money receive money, bill payments and others. Now it is getting popularity among the Indian people. It is interesting and easy to use and not need to remember frequently use beneficiary's account number. The customer can get transaction history quick payment.

**5. Mobile Wallets:** there are several mobile wallets are available and each bank have their own application. The customer can carry digital cash through mobile wallet. By use of wallet customer can link credit card or debit card in mobile device to make transaction. An individual's account is required to be linked to the digital wallet to add the money. The Paytm, Freecharge, Mobikwik, Airtel Money, Jio Money, SBI Buddy, itz Cash, Vodafone M-Pesa, Axis Bank Lime, ICICI Pockets, Speed Pay etc. are the mobile wallets use in India.

**6. Point of sales:** A point of sale (PoS) is where sales are made. It allow to PoS holder to collect money from their customer by the way of swap Also and no need to go bank for making transaction of purchase and selling. On a micro level, retailers consider a PoS to be the area where a customer completes a transaction, such as a checkout counter. But its require GPS system internet and bank account of merchant.

**7. Internet banking:** Internet banking, also known as online banking, e-banking or virtual banking, is electronic payment systems that allow customers of a bank to make transaction using website of the bank using ID and password.

**8. National Electronic Fund Transfer: (NEFT)**

National Electronic Funds Transfer is a nationwide payment system which provides funds transfer from any bank any branch to any bank. Using the system individual firms and corporate can electronically transfer funds from any bank branch to any individual, firm or corporate having an account with any other bank branch in the country. Not only account holders but also without having account people can sent money to others account by depositing money from anywhere. However, such cash transaction have limit of Rs. 50000/- using this service individual can deposit money on 50000/- and this facility can use in working days only.

**9. Real Time Gross Settlement (RTGS):**

RTGS is settlement of funds transfers individually on an order by order basis. 'Real Time' means the processing of instructions at the time they are received rather than at some later time. Considering that the funds settlement takes place in the books of the Reserve Bank of India, the payments are final and irrevocable. Transferring large amount RTGS is used. Customers can send minimum 2 lakh and maximum have no limit. RTGS can use in banking hours.

**10. Electronic Clearing System (ECS);** ECS is an alternative method for the payment

**1. Payment System Indicator- transactions(All Value in Rs. Crore)**

Method	2014-15	2015-16	2016-17	2017-18	2018-19
<b>RTGS</b>	92933309	103555164	125365207	146743199	171552061
<b>Retail Electronic Clearing</b>	6536550	9140814	13232431	19311233	26751513
<b>Card Payments Credit Card ATM, POS etc</b>	2541528	2939766	3021401	3821464	4512145
<b>M. Wallets</b>	21343	48758	83801	141634	212876
<b>Mobile banking</b>	103530	404091	1310476	1473854	2958407
<b>Total</b>	102136260	116088593	143013316	171491384	205987002

Source RBI reports

As table shown above it is indicates that the number of electronic transaction are in increase trends, as compare to the 2014-15 to 2018-19 RTGS, electronic clearing , Card payments and

transactions like utility-bill-payments such as telephone bills, electricity bills, insurance premium, card payments and loan repayments, etc.,

**11. Immediate Payment Service (IMPS):** IMPS offers an instant, 24x7x365, interbank electronic fund transfer service through mobile phones. IMPS are a tool to transfer money instantly acrossIndia using mobile, internet and ATM it is safe and cost-effective.

**12. Mobile banking:** Mobile banking is a portable system provided by banks to customer on their mobile phones, smart phones with a special application using software. It provided by the banks or financial institution for the purpose. Each Bank provides its own mobile banking App forAndroid, Windows.

**13. Micro ATM:** Micro ATM meant to be a device that is used by the million Business Correspondents to deliver basic banking services. The micro ATM enables Business Correspondents to make instant transactions. It helps to withdrawals, transfers transaction instantly.

**Progress of Digital Payment services in India:**

The progress and use of digital services can be seeusing following information. After demoralization of money the digital system get mentionable progress after 2016.

M. wallets and mobile banking are increased by near about 100%.RBI allowed in may 2014 to access the mobile banking above age 10 minor. They can open and use the mobile banking

services. They can open fixed and saving accounts using mobile banking, SBI and ICICI are the banks who providing these services to minor. According to the NPCI – National

Payment Corporation of India there are 104500 ATM working in the India and out of the total 59% ATM are of PSB and remaining of Pvt. SB and Co-operative banks.

## 2. Development of ATM, POS and Transaction

Year	ATMs			POS		
	On-site	Off-site	Total	On-line	Off-line	Total
	1	2	3	4	5	6
2019	109644	97487	207131	3757621	0	3757621
2018	104011	101173	205184	3193356	0	3193356
2017	109740	98073	207813	2614584	0	2614584
2016	101826	98128	199954	1403112	0	1403112
2015	90819	91661	182480	1125377	0	1125377

Source RBI

The ATM And Numbers of POS machine are increases from the emerged and now in 2019 there are 207131 ATM are working and numbers of POS machines are also increases from the 2015 it was 11.25lakh and now it increases near

to 37.57 lakh. The changes show that the India moving to Paperless banking and presently Indian adapted the paperless banking tools to make the transaction.

## 3. Use of Credit Cards

Year	Credit Cards				
	No. of outstanding cards as at the end of the month	No. of Transactions (Actual)		Amount of transactions (Rs. Millions)	
		ATM	POS	ATM	POS
	1	2	3	4	5
2019	47996791	864856	166920586	4017	577140
2018	37782876	7271175	132318612	3396	448342
2017	32056929	613206	110762306	2848.5	339297.4
2016	24860730	591865	72827537	2863.37	227246.3
2015	21288891	430487	57304068	2285.7	179215.7

## 4. Debit card Use and Transaction

Year	Debit Cards				
	No. of outstanding cards as at the end of the month	No. of Transactions (Actual)		Amount of transactions (Rs. Millions)	
		ATM	POS	ATM	POS
	6	7	8	9	10
2019	860294723	808909049	413080303	2843963	553509
2018	906356781	758938556	333766148	2647971	454571
2017	804051123	703913571	261256191	2270761	351310.5
2016	671187187	733399002	118284077	2252098	148033.8
2015	564707913	615527057	80124846	2000398	114991.1

Source RBI

It shows that the people are using the paperless tool to shopping as well as for cash withdrawal. Use of Credit card is also in progressive trend as compare to 2015. Digital technology is helps to make paperless transaction. For the development paperless banking system there should be strong network of banking and India a hug banking network is available and it is rapidly increasing also. It is observed that mobile banking is appreciated by the customer due to easy use anytime anywhere.

#### **Advantages of Digital Payment system:**

- 1. Time Sever:** using digital payment system customer can pay to merchant transfer money quickly and no need to make payment by cheque and waiting for clearing. Because Digital Paymentsystem take less time than traditional payment system.
- 2. Availabilities:** Digital payment system can use by customer from anywhere and anytime there is no need to go banks for every transaction.
- 3. Easy Purchasing:** The Digital payment system provides facility to user for purchasing by using ATM card Credit card and POS therefore it is easy for making transaction and no hard cash required to travel with us.
- 4. Use of Wallet:** The Digital Payment system includes digital wallets which make payment easy and with that wallet customer can get discount as well as cash back.
- 5. Written record:** You often forget to note down your cash spending. Or even if you note, it takes a lot of time. But you do not need to note your spending every time with digital payments. These are automatically recorded in your passbook or inside your E-Wallet app. This helps to maintain your record, track your spending and budget planning.
- 6. Less Risk:** In digital Payment system it provides us securities for every transaction it require MPIN or OTP which can be avoid frauds in the system.

#### **Barriers to Used Digital Payment:**

- 1. People use of currency note money:** In India people are using currency in High level. People in Rural area in India nearly made transaction 80% in cash. Because it is became traditional and habitual to the people.
  - 2. Computer Illiteracy:** There is only 6% people in India are computer literate and near about 90% Indian people don't understand the computer and internet that's why they cannot use the digital payment system.
  - 3. Use of ATM Card:** There are many digital payment systems but Indian People still using ATMcards for withdrawal and give money to other. They didn't use M. wallet and digital payment formoney transfer.
  - 4. Limited availability of POS:** According to the reports of RBI there are 1.44 Million POS terminals installed by banks across locations at the end of July 2016 and it increased by 24% in2018. There should be involving every trader.
  - 5. Mobile Internet Penetrations Rate:** The use of mobile remains weak in rural India. For setting transaction digitally internet connection is requires but the connectivity are not available in therural area.
  - 6. Risk and Security:** The Indian people still don't believe in online transaction. And they feel that the traditional system is good and faithful. And also not believe in Security of the transaction.
  - 7. Training:** There is a communication gap between bank and their customer. It requires giving training about use of online and payment system but banks do not provides any training program to increase the digitalization.
  - 8. Public sector banks:** There are 80% share of finance sector is occupied by public sector banks and the public sector banks started the digitalization from 1996. That's why it is in progressive trend. Private sector banks are ahead in digitalization to public sector banks.
- Prospect:

1. The India banking sector is one of the best sector in India and it changes as per the requirement of the India country.
2. There are large scope of digital payment system in India because of it is increasing trend. The growth in volume and value of transactions using payment issued banks entities has been significant.
3. There are several banks and near about all banks are in adaption of Digital banking and NPCI also promoted Adhar enabled payment system to involve all Indian in digital transaction.
4. UPI system the best system to make digital transaction and it is expected to give a progress in digital payment transactions.
5. Debit and credit card are shows as usual to make transaction but it is increasing trend from Demonetization of money in 2016.
6. With increasing mobile banking services, growth in e-commerce and use of mobile payment applications, the use of cash will decrease.
7. RTGS and NEFT volumes increase almost threefold between 2013 and 2016 reflecting greater adoption of the system.
8. The government of India is focus on digital infrastructure and it can encourage digital transactions culture in India there are almost every persons have Jan dhanyojana account and Adhar card.
9. As per the research there are above 345 million mobile users in India in 2019 and it is a good environment to motivate the Digital payment system.

#### CONCLUSION:

Digital Payment system is easy to use to the customer as well as bank officers and there are several options available in the financial system in India, but there are large amount of people in India don't know how to use the system. The Digital literacy of Indian people is low level, Therefore digital payment system is not pure developed and spread all over the

India. The social and infrastructure barriers are there influences to use of digital payment system. But Now a days mobile banking are becoming famous in the India because it is easy to use and anytime can use. It is also required to improve the digital literacy among the people. There are also issues relating to the risk and security.

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